

Modified Test Framework Agreement – STA 0176

Call-Off Contract No: 03

Title; Modified test production and modified test helpline services July 2020– July 2021

Supplier: VI Resourcing (trading as Connect)

Pursuant to the terms of the Modified Test Framework Agreement (STA 0176):

Service Commencement Date:	06/07/2020
Call-Off Contract End Date:	31/07/2021
Call-Off Contract Value:	£59,000
Relationship Manager for Department for Education:	REDACTED
Relationship Manager for the Supplier:	REDACTED

1. Background

STA requires modified test production and modified test helpline services between the period of July 2020– July 2021.

General core services

This section covers general requirements that must be delivered for this call-off. Bidders must demonstrate their ability to manage projects and programmes using established methodologies.

PM – Project Management

NO	REQUIREMENT
PM1	The Supplier must manage all aspects of delivery of the Services in accordance with PRINCE2 and Management of Risk (MoR) project and risk management methodologies, or equivalent.
PM2	<p>The Supplier must submit a Project Initiation Document (PID) which clearly sets out the project for the delivery of services at the outset of this call-off.</p> <p>The PID must cover all aspects of the delivery of the Project, including operational delivery, governance and interfaces with other organisations. The PID should include, but not be limited to:</p> <ul style="list-style-type: none"> • risk management process / risk register • an issue log • a change control register • communication plan • quality plan and log • product descriptions (as appropriate) • exception reports • lessons learned log • equality plan and management
PM3	The Supplier must provide a detailed project plan detailing the resources, tasks and timescales required to be performed to mobilise and deliver the Services within the Agreement together with a summary milestone plan, which details the deliverables outlined in the PID and requirements / dependencies upon STA. Both plans are to be kept up-to-date and communicated weekly or as required to STA.
PM4	The Supplier must document, provide and maintain all processes and procedures utilised in the delivery of the services, including interfaces with other relevant parties ensuring that all relevant standards are applied or adhered to including project management methodologies.

PM5	Prior to the commencement of the call-off, the Supplier must discuss and demonstrate the readiness and appropriateness of plans, processes, systems, resourcing and any other factors required to enable the reliable completion of the work package.
PM6	The Supplier must formally close the call-off order by providing a Project Closure report. This report shall cover all aspects of the delivery of the Project. The Supplier must provide an action plan detailing how any follow-on actions should be applied for the benefit of future Test Cycles.
PM7	The Supplier must hold, and permit STA open access to, detail relating to all activities undertaken in delivering the services.
PM8	The supplier must comply with any reasonable requests for information from STA.
PM9	The Supplier must attend any meetings as reasonably requested by STA at locations determined by STA.

MI - Management Information

Management information is critical for STA to assist performance of the call-off contracts and also to respond expeditiously to Parliamentary Questions/Freedom of Information requests. Tenderers must commit to being open and transparent and demonstrate a willingness to share information throughout the life of the framework.

No	Requirement
MI1	<p>The Supplier is required to submit to STA Management Information (MI) and performance reports based on the following</p> <ul style="list-style-type: none"> ▪ Development and delivery of modified items ▪ Calls received ▪ Emails received ▪ Orders received ▪ Past papers requested ▪ General enquiries <p>The frequency, format and content are to be agreed with STA at the Start-up meeting.</p> <p>STA reserves the right to add to the Management Information requirements during the life of the call-off.</p>



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S - Security

Due to the sensitive nature of this work, STA enforces strict security procedures to ensure the work environment and working practices throughout the supply chain are secure.

No	Requirement
S1	<p>The Supplier must ensure that a security manager is appointed who shall have ultimate responsibility for all aspects of information governance and security management relating to the Supplier Services.</p> <p>The Supplier must produce and adhere to a security plan, based on and compliant with the principles and outcomes required of Government Departments, in HMG Security Policy Framework (SPF) (see https://www.gov.uk/government/collections/government-security/). The plan shall meet Government cyber essentials requirements and shall incorporate detailed security policies, standards and controls, which may be those the supplier operates within an ISO27001 information security management system. This security plan shall cover all aspects of the Supplier services including physical security, infrastructure, platforms, transportation of sensitive material, applications and services and interfaces.</p> <p>The security plan shall be reviewed and approved by STA and, if necessary, updated to meet STA requirements prior to the commencement of the services.</p>
S2	<p>The Supplier must ensure that all physical and logical movement of materials is secure and meets latest HMG Information Assurance requirements.</p> <p>Suppliers must present in advance to the DfE proposals for all methods of movement of materials both physical and logical. These proposals must be pre-agreed by STA prior to any materials movements.</p>

No	Requirement
S3	The Supplier must notify STA of all personnel with access to the services, or secure materials or data related to the services. The Supplier must ensure that those individuals identified are vetted to a level necessary for the sensitivity of the material.
S4	The Supplier must require that any Sub-Contractor(s) are operating acceptable security policies, in line with the government SPF requirements. The Supplier must confirm that a Sub-Contractor's security policies are acceptable, in line with the government SPF requirements, prior to letting the relevant sub-contract. The Sub-Contractor must agree to security audits by STA when requested.
S5	The Supplier must ensure all staff working on the test materials sign a confidentiality agreement and a security declaration confirming they will comply with the Supplier's security policy and standards before they carry out any work. DfE may request evidence of this at any time. Failure to provide evidence will be a breach of the contract.
S6	No materials or data related to the Services shall be transferred or processed outside of the UK at any time, unless STA has given its explicit consent to such transfer or processing.
S7	The Supplier must have a policy in place, to be agreed with STA, to ensure the security of data on computers and the security of data on the network. The Supplier shall ensure that: <ul style="list-style-type: none"> • all computers are password-protected • all computers lock automatically after five minutes of inactivity • STA Data is not stored or transported on removable media devices (CD writer, DVD writer, memory sticks and similar). • Data files are stored on network drives and not the local hard disk; and • all portable media is encrypted.
S8	The Supplier will co-operate with STA at all times to allow access to Supplier premises and systems to allow assurance to take place that all plans policies and procedures are being complied with by the Supplier, or to verify any suspected security issues.

E - Equalities

No	Requirement
E1	The Supplier shall at all times comply with, and require that its sub-contractors comply with, the Equality Act 2010.

E2	The Supplier shall provide reports and other Management Information to STA, at intervals to be agreed, to demonstrate that the Supplier and its sub-contractors are fulfilling their obligations under the Equality Act 2010, including examples of access arrangements.
E3	The Supplier shall agree and implement any changes to the equality plan in line with STA Change Control Procedure.
E4	The Supplier shall nominate a representative for all equalities issues.
E5	The Supplier shall produce an equality plan outlining their commitment and compliance to the Equality Act 2010 and report at regular intervals (checkpoint reports) and include a final statement within the final administration report.
E6	The Supplier shall include within the equality plan the strategy for recruiting and selecting modifiers. The Supplier will provide evidence of a fair, open and transparent process, including but not limited to protected characteristics.
E7	The Supplier shall consider equalities issues when proposing modifications and include in any administration guidance and training information advice on dealing with pupils that require access arrangements.

BC - Business continuity

No	Requirement
BC1	The Supplier must ensure that their Business Continuity Management System (BCMS) is aligned to BS25999, meets the Cabinet Office SPF requirements and has been approved by the Supplier board/executive and by STA.
BC2	The Supplier must develop, provide and maintain an incident management plan and business continuity plan that ensures no interruption to or failure of service such that successful delivery of the project is at risk.
BC3	The Supplier must ensure that the services and associated data are backed up daily. As a minimum, the Supplier must provide a weekly full backup supplemented by a daily incremental backup. The Supplier must ensure that there are at least two copies of each backup stored securely, one of which should be held off-site.
BC4	The Supplier must ensure that an appropriate media rotation procedure is followed, in line with ISO/IEC 27001 and Government security policies.

R - Resources

No	Requirement
R1	The Supplier must have suitably qualified and experienced staff (or immediate plans to access these resources, as appropriate). Skills and qualifications of identified Key Personnel should cover all major aspects of the Service including commercial management, project management, technical skills and general management.
R2	The Supplier must agree with STA which posts are considered as key posts, where knowledge or skills are critical to success.
R3	The Supplier must provide abridged CVs of all key personnel in addition to their response as a single embedded pdf file.
R4	The Supplier must provide advance notification to STA of any changes in key personnel. Replacement personnel should have equivalent skills and qualifications and STA reserves the right to refuse proposed replacements.
R5	Suppliers should demonstrate that where there are plans to use third party sub-contracted resources or services, that these are reliable, available and meet other criteria outlined in this SoR, especially Security. The Supplier must provide and maintain details of who these resources are, how they will be used and how they will be managed.

Q - Quality

No	Requirement
Q1	The Supplier must adopt quality standards across the range of activities and requirements in the services. Quality should be built in from the start, not 'tested in' later. Relevant standards might include, but are not limited to, British standards in areas such as information security and quality management. The Supplier must identify any relevant quality standards in their response.
Q2	The Supplier must ensure that all project staff, engaged in the delivery of the services have a level of knowledge of the contractual terms and conditions commensurate with the level of their responsibility and involvement.
Q3	The Supplier shall nominate an individual who will act as the point of contact for quality issues.
Q4	The Supplier shall provide the Services in compliance with the quality plan.
Q5	The Supplier shall agree and implement any changes to the quality plan in line with STA's Change Control Procedure.

ET - Exit and transition

No	Requirement
ET1	The Supplier will provide and maintain a detailed, fully resourced and costed exit and transition plan to ensure the smooth transition of Services to a successor service provider.
ET2	The Supplier will provide a detailed statement in the exit and transition plan of all its requirements for the support it requires from STA to ensure smooth transition of service to a successor service provider at the expiry or termination of any call-off from the Framework.
ET3	The Supplier will provide, and maintain, a list of all assets, for example, materials software, data, people, contracts and other agreements planned to be used in the delivery of services. The Supplier will identify assets that it anticipates will be transferred to STA on expiry or termination of the call-off order. The Supplier must also document the arrangements for and handing over such materials to STA.

EX - Expertise

No	Requirement
EX1	The Supplier is responsible for identification/recruitment and management of a team of specialist Modifiers (both Visually Impaired and Hearing-Impaired specialists) in order to complete an assessment and report on IVT items and Reading texts.
EX2	Modifiers will be required to have appropriate specialist knowledge of assessing pupils with visual and hearing impairment; and be subject experts and qualified teachers of pupils with visual/hearing impairment with current or recent experience. Modifiers of braille materials should also be familiar with the process of teaching the subject through braille.
EX3	The Supplier's project team must have knowledge and experience of modified materials.

MP - Modified Process

Modification follows a set process. The supplier will need to ensure the requirements of each specific meeting are met.

No	Requirement
MP1	<p>Start-up meeting</p> <ul style="list-style-type: none"> ▪ The Supplier will be responsible for drawing up a detailed modification timetable for each subject and key stage within the constraints of the call off to be agreed with STA ▪ The supplier will be responsible for developing product descriptions to manage the work to be delivered in the call off. <p>A separate meeting will also be held with the STA's modified print supplier to ensure dependencies are identified and managed.</p>

No	Requirement
MP2	<p data-bbox="347 204 1556 236">Item Validation Trial Report and a report on texts for KS1 and KS2 Reading only</p> <p data-bbox="347 244 2063 363">The Supplier will receive copies of all items, including their mark schemes, to be included in the Item Validation Trial (IVT) and complete an initial assessment of them. The supplier must provide a written report to STA with the outcome of their assessment. This report will provide information on all items and state whether they:</p> <ul data-bbox="347 371 2040 555" style="list-style-type: none"><li data-bbox="347 371 719 403">▪ require no modification<li data-bbox="347 411 674 443">▪ require modification<li data-bbox="347 451 860 483">▪ are unsuitable for modification or<li data-bbox="347 491 2040 555">▪ are unsuitable topics for children with special educational needs (SEN), visual impairment (VI) or hearing impairment (HI). <p data-bbox="347 595 2074 667">The Supplier will receive copies of Reading texts and will provide a report on the suitability of the texts for modification and inclusion in live tests.</p>
MP3	<p data-bbox="347 705 1966 785">First proof MLP, braille, HI, mark scheme amendments (MSA) and modified test administration instructions (MTAI)</p> <p data-bbox="347 826 1279 858">STA will provide materials to the supplier to update for 2021 tests.</p> <p data-bbox="347 898 2063 1010">The Supplier is responsible for the production of first proof of MLP and Braille versions of the tests, HI materials, MSAs and MTAIs. The first proof must be quality assured with reference to Modified Process (P18) before dispatching electronic and hard copy materials to STA, including a proof by their modifier.</p> <p data-bbox="347 1050 1962 1129">The Supplier will send the first proof of MLP, braille, HI materials, MSAs and MTAIs to STA for STA to undertake a proofing round on the documents.</p>

No	Requirement
MP4	<p>Sign off (approval to print)</p> <p>The Supplier must ensure that the final Handover documents are proofed and error-free.</p> <p>Following the proofing process, the Supplier will produce a sign off copy and dispatch to STA. This will include a full list of all documents produced to ensure a full set of materials is received.</p> <p>The Supplier will provide electronic and hard copy versions for handover to print. Electronic copies will be transferred via the secure collaboration portal and hard copies by secure courier.</p> <p>Details of requirement for sign off will be provided at/after start-up meeting, to include:</p> <ul style="list-style-type: none">• MLP – print-ready, high resolution PDF files• MLP - web-ready PDF files• Braille transcripts and MTAI guidance – as print and web ready PDFs• all fonts to be embedded into the document when exported to PDF• all non-colour logos/diagrams/images and text to be produced in black (not CMYK/RGB)• all colour images to be produced in CMYK (not RGB)• all production files (braille dxb and brf files)• Separate cover sheets for the braille tactile in pdf, dxb and brf format• all files to follow the naming convention provided at/after start-up meeting
MP5	<p>Project close down report</p> <p>At the end of the call off, the Supplier will be responsible for conducting a review of the helpline, modification, proofing and production processes using feedback from schools and STA.</p> <p>The supplier will produce a report to inform future cycles.</p>

BP - Braille Papers

The test booklets and supporting materials for each subject and level are transcribed to braille along with any modifications or amendments as agreed in the IVT Modifier's Report. A transcript of each braille booklet and set of supporting materials is also provided, so that it is clear to a non-braille reader exactly what each test contains.

No	Requirement
BP1	<p>The braille versions must meet the following minimum criteria for first proof:</p> <p><i>Key stage 1 and 2 Tests:</i></p> <ul style="list-style-type: none"> ▪ Key stage 1 braille papers (A4: 297 x 210 mm – portrait), bound with treasury tags. ▪ Uncontracted (Grade 1) Braille (UEB) ▪ Exception: Key stage 1 English reading – reading prompt and answer booklet ('Braille A4': 275 x 297mm), bound with treasury tags. ▪ Key stage 2 braille papers ('Braille A4': 275 x 297mm), bound with treasury tags. ▪ Contracted (Grade 2) Braille (UEB) ▪ Diagrams can be integrated within the text, preferably appearing on the facing page to the relevant question ▪ Diagrams / sheets needing pupils to draw upon should be attached loosely at the back of the test booklet <p><i>Key stage 1 Phonics Screening Check:</i></p> <ul style="list-style-type: none"> ▪ (A4: 297 x 210mm), bound with treasury tags. ▪ Uncontracted (Grade 1) braille (UEB) ▪ No images of monsters required (see example phonics booklet) <p>Additional criteria for these and any other assessments will be specified in individual call-offs.</p>

MLP - Modified Large Print

No	Requirement
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MLP1	<p>No modifications are required for 2021. STA will provide materials for the Supplier to amend covers and codes and produce First proof.</p> <p>The MLP versions must meet the following minimum criteria: Key stage 1 and 2:</p> <ul style="list-style-type: none"> • KS1 MLP tests produced on A4 saddle stitched • KS2 MLP tests produced on Japanese B4 (JPB4 – 257mm x 364mm), wire-o bound/saddle stitched • Font used is Arial: 18 point for normal text, 24 point for text that is highlighted/emboldened in the standard version of the text.
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HI - Materials to support hearing impaired (HI) pupils, or those who use sign language

Support materials for hearing impaired (HI) pupils will need to be produced for tests where elements of the test will be read aloud by a teacher or administrator to pupils.

No	Requirement
HI1	The modified versions of support materials for Hearing Impaired (HI) pupils will not be updated for 2021 as all modifications have been completed. The MTA will need to produce First proof of all materials updated for 2021 for sign-off. This to include ISBN numbers, product codes and current year on all materials.

SH - Specialist Helpline

The Supplier will provide a specialist helpline service for schools and other users of modified tests.

No	Requirement
SH1	The Supplier will ensure that the Specialist Helpline is operational throughout full relevant test cycle, i.e. from start of the school year in September through to the end of the summer term.

No	Requirement
SH2	In conjunction with and in addition to handling and recording schools' orders, the helpline will be able to provide specialist advice, including advice on appropriate use of modified test formats, ordering and distribution, and administration of the tests (such as access arrangements).
SH3	The Supplier must ensure the helpline is sufficiently resourced to cope with peak demands. The key periods are during the test order window (Oct-Feb), the dispatch window (April) and the test administration window (generally May, although Phonics checks are administered in June).
SH4	Members of the Supplier's project team will be required to provide advice to Supplier helpline staff on queries requiring specialist VI or HI input (any contentious issues should be passed to STA). If this advice is not available in the project team or from the team of modifiers, the supplier will be required to bring in external specialist knowledge for this purpose.
SH5	<p>The Supplier will ensure that:</p> <ul style="list-style-type: none"> ▪ 95% of calls to the Specialist Helpline are answered within 60 seconds. ▪ The Specialist Helpline is operational from 08.30 to 17.30 (08.00 to 18.00 from April to July) on school days. ▪ There is a means of capturing a message from the enquirer outside of the above hours. Messages must be acknowledged the next working day. ▪ Customer telephone enquiries are responded to on the same or next working day. ▪ Customer written enquiries are responded to within 7 working days. ▪ Customer complaints are responded to within 5 working days. ▪ All schools' enquiries are logged onto an appropriate database. ▪ Specialist HI and VI advice on ordering and administering the modified tests is available.
SH6	The supplier will help to validate school orders for modified tests by contacting those STA identifies as having anomalies. STA will provide a spreadsheet to the supplier to record the outcome of the contact that will be returned to STA. STA will provide the contact list weekly on a Monday and the Supplier should return the update sheet to STA on Friday afternoon.

Indicative figures based on the 2019/20 cycle (figures rounded to the nearest 50)

Key stages 1 and 2 statutory tests – approximately 1500 inbound and outbound telephone calls; approximately 3000 e-mails sent and received; approximately 1000 orders validated per year

Past papers print on demand – up to 4000 copies of materials

OM - Order Management

The Supplier will be responsible for receiving, and logging on STA's test orders website, details of any orders for modified test materials that have not been directly entered on the website by schools and providing order updates directly to STA's website to an agreed schedule. Order management will generally involve logging (or updating) orders on STA's test orders website after the official deadline for ordering.

No	Requirement
OM1	The Supplier should capture orders for modified tests on behalf of a school (for example, in response to a helpdesk call).
OM2	The Supplier will be responsible for orders placed after the official deadlines for the statutory test orders (e.g. a late diagnosis, or school transfer). These must be honoured up to and including the test administration period as far as reasonably possible.
OM3	The Supplier will also be responsible for validating all orders that do not meet validation criteria pre-agreed between STA and the Supplier.
OM4	<p>The Supplier shall ensure that all schools' orders are received and validated:</p> <ul style="list-style-type: none"> ▪ on an ongoing basis as soon as the test orders system is made available (from the beginning of October to mid-June) and completed within 14 days of the test orders system closing. ▪ within 24 hours for late orders. ▪ immediately for orders received the week before tests or during test weeks. ▪ with no more than 1% error tolerance in accuracy of data.

No	Requirement
OM5	The Supplier will liaise closely with STA with regards to recording and transferring accurate information about test orders securely. STA will be responsible for providing log-in and username details. If the Supplier is unable to update STA's orders website directly for any reason, they will be expected to provide updates to STA in an alternative compatible format.

PPS - Past Paper Service

Modified tests from previous cycles are often used by schools to help determine the most appropriate type of modified paper for a pupil.

No	Requirement
PPS1	The Supplier is required to provide an on-demand past paper service to schools that contact the Helpline requesting practice materials.
PPS2	The Supplier shall fulfil orders for past papers (2016 onwards tests) in MLP and braille. Files will be supplied by STA, where needed, to fulfil these orders. (Approximately 4000 copies of past paper materials are ordered by schools)

DR - Delivery Requirements

No	Requirement
DR1	Final agreed versions of the modified test materials must be supplied by the Supplier in hardcopy and electronic (InDesign, or compatible open artwork files by prior agreement) to STA for printing and distribution to an agreed timeline and format.
DR2	The Supplier will deposit materials under development with STA in both hard and electronic copy at key stages throughout the cycle. A schedule for deposits will be agreed at the beginning of the cycle(s).

No	Requirement
DR3	<p>Materials will need to be supplied at each appropriate stage in the following format:</p> <ul style="list-style-type: none"> ▪ a minimum of 4 hard copies (except for sign off proof which will be 2 hard copies) ▪ PDF files and/or open artwork files as required <p>A full list of all documents produced must be provided to ensure completeness.</p>
DR4	The copyright of all final materials will rest with STA.
DR5	The Supplier must produce all materials in accordance with the principles and technical requirements in <i>Guidance notes for use by modifiers</i> (for details please refer to Annex 1 of the Modified Tests Framework 2019-2022), and with the requirements of the Ofqual regulatory framework and STA's house style.
DR6	The Supplier shall work with STA to agree a schedule for origination, proofing and sign off.
DR7	The Supplier must provide the test materials so that they are consistent with, and provide continuity with, previous years in terms of style and format.

PQR - Performance and Quality Requirements

No	Requirement
PQR1	The Supplier will conform to performance targets in relation to quality, efficiency and adherence to the timetable as laid out in each call-off. Progress towards these targets will be regularly reviewed against agreed performance criteria. Stage payments will be linked to key milestones (critical steps) in the call-off. STA will review quality at each milestone so that payment can be agreed.
PQR2	The Supplier is expected to be aware of issues relating to any relevant legislation and provide appropriate advice in relation to the materials being developed and advise STA accordingly. The Supplier will ensure access and equality of opportunity, whilst safeguarding the integrity of the assessment.

No	Requirement
PQR3	The Supplier shall ensure that, where used, each and every proposed sub-Contractor, consortium member and adviser abides by the terms of this call-off requirements.
PQR4	During the lifetime of this call-off there may be some changes in the requirements (e.g. responding to new government initiatives) and changes to the structure of STA. Change control procedures will be implemented if necessary and any additional costs incurred by the Supplier as a result of such decisions will need to be agreed in advance by STA. The Supplier will be required to comply with all reasonable requests under the terms of the contract and specification. Working with STA in a flexible and accommodating way is part of the customer-supplier relationship with STA.
PQR5	The Supplier shall ensure there are: <ul style="list-style-type: none"><li data-bbox="349 603 1420 635">▪ Quality control checks in operation at key points in origination schedules.<li data-bbox="349 639 2029 743">▪ Appointed person(s) responsible for ensuring quality of all materials (i.e. with respect to accuracy, completeness, collation and confidentiality as defined elsewhere in this document), and to act as a central point of contact on these issues.<li data-bbox="349 748 1480 780">▪ Appointed person(s) familiar with modified materials, and standard materials.
PQR6	The Supplier shall ensure that proofing follows STA's agreed proofing process and be to the highest standard. There must be appropriate proof reading and quality assurance arrangements in place to ensure that materials are handed to STA without errors at each stage of origination and proofing.

2. Key Payment Milestones and Key Payment Milestones Dates

Payment will follow the completion of the Key Milestones listed above. Key Payment Milestones are:

Milestone Payment	Requirement/Critical Steps	Payment Date	Amount £ (Excl. VAT)
1	REDACTED	REDACTED	REDACTED
2	REDACTED	REDACTED	REDACTED
3	REDACTED	REDACTED	REDACTED
4	REDACTED	REDACTED	REDACTED
Total £			59,000.00

3. Supporting documentation

The Modified Tests Framework Call-Off 02 ITQ document sets out the full specification of requirements including the project deliverables, functional requirements and performance requirements. The original ITQ and the supplier's response are appended to this contract document.



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In witness whereof this Call-Off Contract has been duly executed.

Signed for and on behalf of the Department for Education: REDACTED

Name and Title: REDACTED

Date:

08/07/2020

Signed for and on behalf of the Supplier:

REDACTED

Name and Title: REDACTED

Date: 7/7/20