

THE SECRETARY OF STATE FOR EDUCATION

- AND -



CALL-OFF CONTRACT
for the supply of the
Full Induction Programme, to support
National Roll-Out of the Early Career Framework

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THIS CONTRACT is made on 27 May 2022

BETWEEN

1. **THE SECRETARY OF STATE FOR EDUCATION** of Sanctuary Buildings, Great Smith Street, London, SW1P 3BT acting as part of the Crown ("The Department"); and
 2. [REDACTED] (Company No. [REDACTED]) whose registered office is [REDACTED] (the "Contractor");
- together, the "Parties"

WHEREAS:

- a) By way of an OJEU notice dated 15 September 2020, the Department undertook a procurement for service providers to be appointed to a Framework Agreement for the supply of the Full Induction Programme, to support National Roll-Out of the Early Career Framework.
- b) The Contractor was one of the bidders that submitted the most economically advantageous tender and has therefore been appointed to the framework agreement.
- c) This call off contract ("the Contract") sets out the terms and conditions that govern the provision of the services.

NOW IT IS HEREBY AGREED AS FOLLOWS:-

INTERPRETATION

- 1.1 In this Contract the following words shall mean:-

"Affiliate"	in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control with, that body corporate from time to time;
"Assessed Cost"	means the estimated cost of remedying a failure where the Department requires the Contractor to take action in accordance with Clause 9.2.2;
"Central Government Body"	means a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics: <ol style="list-style-type: none">(i) Government Department;(ii) Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal);(iii) Non-Ministerial Department; or(iv) Executive Agency;
"Charge"	means the charge made by the Contractor to the DfE in accordance with the Schedule 2 (Pricing and Performance Measures);
"Contract Date"	means the date this Contract is duly executed as stated above;
"Contractor Personnel"	all employees, agents, Contractors, and contractors of the Contractor and/or of any Sub-Contractor;

"the Contractor's Contract Manager"	means [REDACTED];
"Confidential Information"	means confidential information as defined in the Framework Agreement and in this Contract includes the Department's Confidential Information and/or the Contractor's Confidential Information including for the Contractor the information set out in Schedule 10 (Commercially Sensitive Information);
"Contracting Department"	any contracting Department as defined in Regulation 5(2) of the Public Contracts (Works, Services and Supply) (Amendment) Regulations 2000 other than the Department;
"Contract Period"	shall be the contract duration as set out in Clause 2;
"Contract Year"	<p>(a) a period of 12 months commencing on the Contract Date; or</p> <p>(b) thereafter a period of 12 months commencing on each anniversary of the Contract Date;</p> <p>provided that the final Contract Year shall end on the expiry or termination of the Contract Period;</p>
"Contractor Personnel"	all employees, agents, consultants, and contractors of the Contractor and/or of any Sub-Contractor engaged by the Contractor;
"Control"	means a person that possesses, directly or indirectly, the power to direct or cause the direction of the management and policies of the other person (whether through the ownership of voting shares, by contract or otherwise) and " Controls " and " Controlled " shall be interpreted accordingly;
"Controller", "Processor", "Data Subject", "Personal Data", "Personal Data Breach", "Data Protection Officer"	have the meaning given in the GDPR;
"Correctly Submitted Invoice"	means an invoice that is delivered in timing in accordance with the Contract; is for the correct sum; in respect of goods/services supplied or delivered to the required quality (or are expected to be at the required quality); includes the date, Contractor name, contact details and bank details; quotes the relevant purchase order/contract reference and has been delivered to the nominated address;
"Crown Body"	any department, office or agency of the Crown;
"Data Loss Event"	any event that results, or may result, in unauthorised access to Personal Data held by the Contractor under this Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of this Contract, including any Personal Data Breach;
"Default"	any breach of the obligations of the relevant Party (including abandonment of this Agreement in breach of its terms, repudiatory

	breach or breach of a fundamental term) or any other default, act, omission, negligence or statement:
	(a) in the case of the Department, of its employees, servants, agents; or
	(b) in the case of the Contractor, of its Subcontractors or any Supplier Personnel,
	in connection with or in relation to the subject matter of this Agreement and in respect of which such Party is liable to the other;
"Deliverable"	an item or feature delivered or to be delivered by the Contractor at any stage during the performance of this Agreement;
"the Department"	means the Department of Education and its agencies;
"the Department's Contract Manager"	means [REDACTED];
"Department Data"	<p>(a) the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, and which are:</p> <p>(i) supplied to the Contractor by or on behalf of the Department; and/or</p> <p>(ii) which the Contractor is required to generate, process, store or transmit pursuant to this Agreement; or</p> <p>(b) any Personal Data for which the Department is the Data Controller;</p>
"Department's Intellectual Property Rights"	means all Intellectual Property Rights comprised in or necessary for or arising from the performance of the Services;
"Department Premises"	premises owned, controlled or occupied by the Department and/or any Central Government Body which are made available for use by the Contractor or its Sub-contractors for provision of the Services (or any of them);
"DPA 2018"	Data Protection Act 2018;
"Data Protection Impact Assessment"	an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data;
"Data Protection Legislation"	(i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time (ii) the DPA 2018 to the extent that it relates to processing of personal data and privacy; (iii) all applicable Law about the processing of personal data and privacy;
"Data Subject Access Request"	a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data;
"Declaration"	means a declaration made by the Contractor via the Department's digital platform that they have sufficient evidence to support a claim for an Output Payment;

"Disclosure and Barring Services or DBS"	the Home Office sponsored safeguarding services that helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children;
"Early Roll Out Project"	means the early roll out of the early careers framework services through procurement of a framework of early roll out suppliers and the resulting call-off contracts, undertaken by the Department in 2019.
"Employee Transfer Date"	means in respect of any Future Transferring Employee the date on which the part of the Services to which they are assigned transfers from the Contractor to any Successor Contractor;
"Environmental Information Regulations"	the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issues by the Information Commissioner or relevant Government Department in relation to such regulations;
"Estimated Year 1 Charges"	the estimated Charges payable by the Department during the first Contract Year, as set out in the Payment Schedule;
"Existing IPR"	any and all IPR that are owned by or licensed to either Party which are or have been developed independently of the Contract whether prior to the date of the Contract or otherwise. For the avoidance of doubt the Department's Existing IPR includes Products 1 to 4 that were created under the Early Roll Out Project;
"Exit Plan"	the plan prepared by the Contractor in accordance with clause 15.17 setting out the Contractor's methodology for achieving an orderly transition of the Services from the contractor to the Department or a Successor Contractor on the expiry or termination of this Contract;
"Expiry Date"	means 31 July 2024;
"Extension Period"	shall have the meaning given to it in Clause 2.2;
"External Evaluator"	means the independent evaluator or evaluators appointed by the Department further to paragraph 15 of Schedule 1 (Part A: The Services);
"Final Pay Details"	means the information referred to in Part D of Schedule 8;
"FOIA"	the Freedom of Information Act 2000 and any subordinate legislation made under this Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government Department in relation to such legislation;
"Force Majeure"	means any event or occurrence which is outside the reasonable control of the Party concerned and which is not attributable to any act or failure to take reasonable preventative action by that Party, including fire; flood; violent storm; pestilence; explosion; malicious damage; armed conflict; acts of terrorism; nuclear, biological or chemical warfare; or any other catastrophe, natural or man-made, but excluding:

	<p>(a) any industrial action occurring within the Contractor's or any of its Sub-Contractor's organisation, or otherwise involving the Contractor Staff; or</p> <p>(b) the failure by any Sub-Contractor of the Contractor to perform its obligations under any sub-contract.</p>
"Framework Agreement"	means the Framework Agreement dated 26 February 2021 between the Department and the Contractor which was awarded under Regulation 33 of the Regulations and under which the Services are being called off;
"Future Transfer Date"	means the date of termination or expiry of this Contract;
"Future Transferring Employees"	means those employees of the Contractor who are at the Future Transfer Date employed under a contract of service or apprenticeship or otherwise in the relevant part of the undertaking which transfers on the termination or expiry of this Contract pursuant to TUPE or the Acquired Rights Directive 187/77/EC or otherwise to any Successor Contractor;
Good Industry Practice	that degree of skill, care, prudence, foresight and operating practice which would reasonably and ordinarily be expected from time to time of a skilled and experienced operator (engaged in the same type of undertaking as that of the Contractor) or any Sub-Contractor under the same or similar circumstances;
"GDPR"	the General Data Protection Regulation (Regulation (EU) 2016/679)
"Her Majesty's Government"	means the duly elected Government for the time being during the reign of Her Majesty and/or any department, committee, office, servant, or officer of such Government
"Information"	has the meaning given under section 84 of the Freedom of Information Act 2000;
"Initial Staff Information"	means the information recorded on the template form set out in Part A of Schedule 8 (TUPE);
"Intellectual Property Right"	means any copyright, rights in designs, database rights, domain names, trademarks, service marks, patents or any applications for any of the foregoing, know-how or similar rights or obligations (whether registerable or not) including Moral Rights as defined in Chapter IV of the Copyright, Designs and Patents Act 1988;
"IPR Claim"	any claim against the Department of infringement or alleged infringement (including the defence of such infringement or alleged infringement) of any IPRs used by or on behalf of the Contractor (including by a Sub-Contractor) in relation to the delivery of the Services save for any such claim to the extent that it is caused by any use by or on behalf of the Department of any IPRs that are relevant to this Contract in combination with any item not supplied or recommended by the Contractor pursuant to this Contract or for a purpose not reasonably to be inferred from the Specification or the provisions of this Contract;

“LED”	Law Enforcement Directive (Directive (EU) 2016/680);
“Losses”	means losses, liabilities, damages, costs and expenses (including legal fees on a solicitor/client basis) and disbursements and costs of investigation, litigation, settlement, judgment interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty or otherwise;
“New IPR”	IPR in items created by the Contractor (or by a third party on behalf of the Contractor) specifically for the purposes of a Call-Off Contract and updates and amendments of these items including (but not limited to) data base schemes.
"Personal Data"	shall have the same meaning as set out in the Data Protection Act 1998;
“Prescribed Particulars”	means the information prescribed in Part B of Schedule 8 (TUPE);
“Products 1 -4”	means Product 1 (the Sequence), Product 2 (Self-Directed Study Materials), Product 3 (Mentor Session Materials) and Product 4 (ECT Training Session Outlines) which comprise services provided by the appointed suppliers under the Early Roll Out Project;
“Property”	means the property, other than real property, issued or made available to the Contractor by the Client in connection with the Contract.
“Protective Measures”	appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it;
“Regulatory Bodies”	those government departments and regulatory, statutory and other entities, committees and bodies which, whether under statute, rules, regulations, codes of practice or otherwise, are entitled to regulate, investigate, or influence the matters dealt with in this Contract or any other affairs of the Department and " Regulatory Body " shall be construed accordingly;
“the Regulations”	means the Public Contracts Regulations 2015;
“Relevant Legislation”	means any statute or regulations or the EC Treaty (or any directives or regulations made under them);
“Relevant Personnel Documentation”	means the information in relation to Future Transferring Employees as prescribed in Part C of Schedule 8 (TUPE);
“Replacement Supplier”	any third party provider of Replacement Services appointed by the Department from time to time (or where the Department is providing Replacement Services for its own account, the Authority).
“Replacement Services”	any services which are the same as or substantially similar to any of the Services and which the Department receives in substitution for any of the Services following the expiry or termination or partial

	termination of this Contract, whether those services are provided by the Department internally or by any third party.
"Request for Information"	a request for information or an apparent request under the Code of Practice on Access to Government Information, FOIA or the Environmental Information Regulations;
"Required Insurances"	means the insurances as set out in Clause 9.7;
"Serious Breach"	means any breach or breaches which adversely, materially, or substantially affect the performance or delivery of the Services in part or in full, or the provisions of a safe, healthy and supportive learning environment. Serious breach includes but is not limited to: <ul style="list-style-type: none"> (i) a breach of security that adversely affects the Personal Data or privacy of an individual; and (ii) failure to comply with Law, or acts or omissions by the Contractor that endanger the health or safety of others;
"the Services"	means the services to be performed by the Contractor as described in Schedule 1;
"Service Commencement Date"	means the date the Contractor commences delivering the Services as stated at paragraph 2.1;
"Service Credit Cap"	4% of the Total Contract Value over the term of the Contract;
"SME"	means a micro, small or medium-sized enterprise defined in accordance with the European Commission Recommendation 2003/361/EC and any subsequent revisions;
"Start Declaration"	means a declaration made by the Contractor via the Department's digital platform that a participant has commenced their training with the Contractor and which is used by the Contractor as evidence to support a claim for an Output Payment;
"Sub-Contract"	means a contract between two or more suppliers, at any stage of remoteness from the Department in a sub-contracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of the Contract;
"Sub-Contractor"	the third party with whom the Contractor enters into a Sub-Contract or its servants or agents and any third party with whom that third party enters into a Sub-Contract or its servants or agents;
"Sub-processor"	any third Party appointed to process Personal Data on behalf of the Contractor related to this Contract;
"Successor Contractor"	means the Contractor that delivers services that are substantially the same as the Services after the expiry or termination of the Contract;
Termination Date	means the date set out in a termination notice on which this Contract (or a part of it as the case may be) is to terminate;
"Transfer of Undertakings (Protection of Employment) Regulations 2006 or TUPE"	means the Transfer of Undertakings (Protection of Employment) Regulations 2006, as amended from time to time;

"Working Day" any day other than a Saturday, Sunday or public holiday in England and Wales.

- 1.2 References to "Contract" mean this contract (and include the Schedules). References to "Clauses" and "Schedules" mean clauses of and schedules to this Contract. The provisions of the Schedules shall be binding on the parties as if set out in full in this Contract.
- 1.3 Reference to the singular include the plural and vice versa and references to any gender include both genders and the neuter. References to a person include any individual, firm, unincorporated association or body corporate.

2. COMMENCEMENT AND CONTINUATION

- 2.1 The Contractor shall commence the Services on the Contract Date and, subject to Clause 10.1 shall complete the Services on or before the Expiry Date.
- 2.2 The Department shall have the right to request in writing that the Contract Period be extended for one or more period on one or more occasions up to a maximum cumulative Extension Period of 6 months.
- 2.3 If the Department exercises its right to request an extension under Clause 2.2, the last date of the Extension Period shall be the new Expiry Date and references to "Expiry Date" shall be interpreted accordingly.

3. CONTRACTOR'S OBLIGATIONS

- 3.1 The Contractor shall promptly and efficiently deliver the Services in accordance with the provisions set out in Schedule 1: Part 1 (The Services), the special conditions set out in Schedule 3 (Additional Clauses) and in accordance with the Schedule 1: Part 2 (the Contractor's Solution). Where there is any conflict between the terms of this Contract and the special conditions set out in Schedule 3, the special conditions shall prevail.
- 3.2 The Contractor shall comply with the accounting and performance measures set out in Schedule 2 (Pricing and Performance Measures).
- 3.3 The Contractor shall comply with all statutory provisions including all prior and subsequent enactments, amendments and substitutions relating to that provision and to any regulations made under it.
- 3.4 In entering into this Contract the Contractor is confirming that:
 - 3.4.1 it has read and understood the Department's expectations of all services Contractors as set out in the Government's Contractor Code of Conduct at <https://www.gov.uk/government/publications/Contractor-code-of-conduct> and the Contractor will deliver the Services in accordance with the Contractor Code; and
 - 3.4.2 it will deliver the Services by reference to the Contractor Code as dated February 2019 and thereafter as updated from time to time.
- 3.5 The Contractor shall update the Implementation Plan, as set out at Schedule 7 (Implementation Plan) and submit to the Department, for its approval, a finalised Implementation Plan within 6 (six) weeks of the date of this Contract.
- 3.6 The Contractor shall work co-operatively and in partnership with the Department's independent evaluator as set out in the Schedule 1: Part A (the Services) and shall commit to supporting continuous improvement for the duration of this Contract by sharing knowledge and experiences with the Department, the External Evaluator and the other Contractors on the Framework Agreement.

4. DEPARTMENT'S OBLIGATIONS

- 4.1 The Department will comply with the payment provisions of Schedule 2: Part 1 (Pricing) provided that the Department has received full and accurate information and documentation as required by Schedule 2 to be submitted by the Contractor for work completed to the satisfaction of the Department.

5. CHANGES TO THE DEPARTMENT'S REQUIREMENTS

- 5.1 The Department shall notify the Contractor of any material change to the Department's requirement under this Contract.
- 5.2 The provisions of the Change Control Procedure shall apply to changes initiated by the Department under clause 5.1.

6. MANAGEMENT

- 6.1 The Contractor shall promptly comply with all reasonable requests or directions of the Department's Contract Manager in respect of the Services.
- 6.2 The Contractor shall address any enquiries about procedural or contractual matters in writing to the Department's Contract Manager. Any correspondence relating to this Contract shall quote the reference number set out in the Recitals to this Contract.
- 6.3 The Contractor's key-personnel and Sub-Contractor are set out in Schedule 9 (Key-Personnel and Sub-Contractors). The Contractor shall notify the Department of any changes to its key-personnel or any proposed change of Sub-Contractors. In relation to any proposed change of sub-contractor the Contractor shall comply with the provisions of clause 7.6 - 7.8 and clause 19.

7. CONTRACTOR'S EMPLOYEES AND SUB-CONTRACTORS

- 7.1 The appointment by the Contractor of sub-contractors shall be subject always to the requirements of clause 19. Where the Contractor does enter into any sub-contract the provisions of Clauses 7.2 to 7.10 shall apply.
- 7.2 Where the Contractor enters into a contract with one or more for the purpose of performing its obligations under the Contract (the "**Sub-Contractor**") it shall ensure prompt payment in accordance with this Clause 7.1. Unless otherwise agreed by the Department in writing, the Contractor shall ensure that any contract requiring payment to a Sub-Contractor shall provide for undisputed sums due to the Sub-Contractor to be made within 30 days from the receipt of a valid invoice.
- 7.2A The Contractor shall comply with Clause 7.2 and shall provide, at the Department's request, sufficient evidence to demonstrate compliance.
- 7.3 The Department shall be entitled to withhold payment due under Clause 7.2 for so long as the Contractor, in the Department's reasonable opinion, has failed to comply with its obligations to pay any Sub-Contractors promptly in accordance with Clause 7.2. For the avoidance of doubt the Department shall not be liable to pay any interest or penalty in withholding such payment.
- 7.4 The Contractor shall take all reasonable steps to satisfy itself that the Contractor Personnel it engages are suitable in all respects to perform the Services.
- 7.5 The Contractor shall give to the Department if so requested a list of all persons who are or may be at any time directly concerned with the performance of this Contract specifying the capacity in which they are concerned with the provision of the Services and giving such other particulars as the Department may reasonably require.
- 7.6 If the Department notifies the Contractor that it reasonably considers that a Sub-Contractor is not appropriately qualified or trained to provide the Services or otherwise is not providing the Services in accordance with this Contract, then the Contractor shall, as soon as is reasonably practicable, take all such steps as the Department considers necessary to remedy the situation or, if so reasonably required by the Department, shall remove the said Sub-Contractor from providing the Services and shall provide a suitable replacement (at no cost to the Department).
- 7.7 The Contractor shall take all reasonable steps to avoid changes of Sub-Contractors assigned to and accepted to provide the Services under the Contract except whenever changes are unavoidable or of a temporary nature. The Contractor shall give immediate notice in writing to the Department's Contract Manager of proposals to change Sub-Contractors.
- 7.8 The Contractor shall immediately notify the Department if they have any concerns regarding the propriety of any of its Sub-Contractors in respect of work/services rendered in connection with this Contract.

- 7.9 The Contractor, its employees and Sub-Contractors (or their employees), whilst on Departmental premises, shall comply with such rules, regulations and requirements (including those relating to security arrangements) as may be in force from time to time.
- 7.10 The Contractor shall ensure the security of all the Property whilst in its possession, during the supply of the Services, in accordance with the Department's reasonable security requirements as required from time to time.
- 7.11 The Parties agree that:
- 7.11.1 the Contractor shall both during and after the Contract Period indemnify the Department against all Employee Liabilities that may arise as a result of any claims brought against the Department by any person where such claim arises from any act or omission of the Contractor or any Contractor Personnel; and
- 7.11.2 the Department shall both during and after the Contract Period indemnify the Contractor against all Employee Liabilities that may arise as a result of any claims brought against the Contractor by any person where such claim arises from any act or omission of the Department or any of the Department's employees, agents, consultants and contractors.

Staff Transfer

- 7.12 The Parties agree that:
- 7.12.1 where the commencement of the provision of the Services or any part of the Services results in one or more Relevant Transfers, Schedule 8 (Staff Transfer) shall apply as follows:
- (i) where the Relevant Transfer involves the transfer of Transferring Authority Employees, Part A and Part D of Schedule 8 (Staff Transfer) shall apply;
 - (ii) where the Relevant Transfer involves the transfer of Transferring Former Supplier Employees, Part B and Part D of Schedule 8 (Staff Transfer) shall apply;
 - (iii) where the Relevant Transfer involves the transfer of Transferring Authority Employees and Transferring Former Supplier Employees, Parts A, B and D of Schedule 8 (Staff Transfer) shall apply; and (iv) Part C of Schedule 8 (Staff Transfer) shall not apply;
- 7.12.2 where commencement of the provision of the Services or a part of the Services does not result in a Relevant Transfer, Part C of Schedule 8 (Staff Transfer) shall apply, Part D of Schedule 8 may apply and Parts A and B of Schedule 9.1 (Staff Transfer) shall not apply; and
- 7.12.3 Part E of Schedule 8 (Staff Transfer) shall apply on the expiry or termination of the Services or any part of the Services.

7A SAFEGUARDING

- 7A.1 The Contractor shall make arrangements for ensuring that the Provision is provided with a view to safeguarding and promoting the welfare of children receiving education or training. In doing so, the Contractor shall have regard to any guidance published, from time to time, by the Secretary of State for Education, which sets out the expectations in relation to safeguarding practice within schools. References to 'must' in any such guidance shall be treated as 'should' for the purposes of this Agreement, save for any references to legal requirements arising from the Safeguarding Vulnerable Groups Act 2006 in respect of referrals to the Disclosure and Barring Service. Failure to do so may constitute a Serious Breach of this Contract.
- 7A.2 The Contractor must carry out appropriate disclosure and barring service checks on all applicants including those from outside the UK for employment where such applicants would be employed to work in regulated activity relating to children or vulnerable adults (as defined by the Safeguarding Vulnerable Groups Act 2006) if successful, and must seek additional information about an applicant's conduct.
- 7A.3 The Contractor shall not employ or engage, or continue to employ or engage, any person who is subject to a prohibition order made under section 141B of the Education Act 2002 to carry out teaching work (as defined in regulation 3 of the Teachers' Disciplinary (England) Regulations 2012).

7A.4 The Contractor shall, in circumstances where it sub-contracts the management and / or delivery of the Services under this Contract, ensure that the content of this Clause 7A is included in its contract with sub-contractors.

7A.5 The Contractor and its Sub-Contractors must be able to demonstrate that they have robust record-keeping procedures in respect of safeguarding through checks on record keeping undertaken.

7A.6 A breach by the Contractor and / or its Sub-Contractors of this Clause 7A shall constitute a Serious Breach of the Contract.

8. INTELLECTUAL PROPERTY RIGHTS (IPR)

8.1 Each Party keeps ownership of its own Existing IPR.

8.2 Pursuant to clause 2.1 the Contractor gives the Department a non-exclusive, perpetual, royalty-free, irrevocable, transferable UK licence to use, change and sub-license the Contractor's Existing IPR to enable it to both:

8.2.1 receive and use the Services;

8.2.2 make use of the Services by a Replacement Supplier.

and the Department gives the Contractor and its Sub-Contractors a licence to use the Department's Existing IPR for the purpose of fulfilling its obligations during the Contract Period.

8.3 Any New IPR created under this Contract is owned by the Contractor. The Contractor gives the Department a non-exclusive, perpetual, royalty-free, irrevocable, transferable UK licence to use, change and sub-license the Contractor's Existing IPR and New IPR to enable it to:

8.3.1 Receive the Services under this Contract; and

8.3.2 Make use of the Services provided by a Replacement Supplier; and

8.3.3 make use of the materials created under this Contract in other services related to, but not limited to, the Early Career Framework.

8.4 Where a Party acquires ownership of IPR incorrectly under this Contract it must do everything reasonably necessary to complete a transfer assigning them in writing to the other Party on request and at its own cost.

8.5 Neither Party has the right to use the other Party's IPR, including any use of the other Party's names, logos or trademarks, other than as set out in this Clause 8 or as agreed in writing.

8.6 The Contractor shall indemnify the Department against all IPR Claims, demands, actions, costs, expenses (including legal costs and disbursements on a solicitor and client basis), losses and damages arising from or incurred by reason of any infringement or alleged infringement (including the defence of such alleged infringement) of any Intellectual Property Right.

8.7 The Contractor hereby waives any Moral Rights as defined at Chapter IV of the Copyright, Designs and Patents Act 1988.

8.8 The Contractor warrants:

8.8.1 that the Contractor's Intellectual Property Rights comprise its own original work including where its Intellectual Property Rights were created by or on behalf of the Contractor;

8.8.2 that the Department's Intellectual Property Rights have not and will not be copied wholly or in part from any other work or material;

8.8.3 That the use of or exercise by the Contractor of the Department's Intellectual Property Rights and the Background Intellectual Property will not infringe the rights of any third party;

8.8.4 that the Contractor has not granted or assigned any rights of any nature in the Department's Intellectual Property Rights to any third party except to its Sub-Contractors as appropriate.

8.9 The Department shall reserve the right to benefit from its investment in developing the Early Careers policy. As detailed in this Clause 8, the IPR generated within the Contract shall remain the ownership of the Contractor but be licensed to the Department to use at its own discretion.

9. WARRANTY AND INDEMNITY

- 9.1 The Contractor warrants to the Department that the obligations of the Contractor under this Contract will be performed by appropriately qualified and trained personnel using Good Industry Practice. The Department will be relying upon the Contractor's skill, expertise and experience in the performance of the Services and also upon the accuracy of all representations or statements made and the advice given by the Contractor in connection with the performance of the Services and the accuracy of any documents conceived, originated, made or developed by the Contractor as part of this Contract. The Contractor warrants that any goods supplied by the Contractor forming a part of the Services will be of satisfactory quality and fit for their purpose and will be free from defects in design, material and workmanship.
- 9.2 Without prejudice to any other remedy, if any part of the Services is not performed in accordance with this Contract then the Department shall be entitled, where appropriate to:
- 9.2.1 require the Contractor promptly to re-perform or replace the relevant part of the Services without additional charge to the Department; or
 - 9.2.2 if the Department considers it would be impracticable or inappropriate to require the Contractor to take action in accordance with Clause 9.2.1, the Department may assess the cost of remedying the failure ("the assessed cost") and deduct from any sums due to the Contractor the Assessed Cost for the period that such failure continues.
- 9.3 Neither Party limits its liability for:
- (a) death or personal injury caused by its negligence, or that of its employees, agents or sub-contractors (as applicable);
 - (b) fraud or fraudulent misrepresentation by it or its employees;
 - (c) breach of any obligation as to title implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; or
 - (d) any liability to the extent it cannot be limited or excluded by Law.
- 9.4 The Contractor's liability in respect of the indemnities in Clause 16 (VAT, Income Tax and National Insurance Contributions), Clause 7.11 (Employment Indemnity), Clause 8.6 (IPRs Indemnity), Schedule 8 (Staff Transfer) and the Annexes to Schedule 8 (Staff Transfer) shall be unlimited.
- 9.5 The Department's liability in respect of the indemnities in Clause 7.11 (Employment Indemnity), Schedule 8 (Staff Transfer) and the Annexes to Schedule 8 (Staff Transfer) shall be unlimited.
- 9.6 Subject to Clauses 9.3 and 9.4 (Unlimited Liability) and Clauses 9.9 (Consequential Losses):
- (a) the Contractor's aggregate liability in respect of loss of or damage to the Department Premises or other property or assets of the Department (including technical infrastructure, assets or equipment but excluding any loss or damage to the Department's Data or any other data) that is caused by Defaults of the Contractor occurring in each and any Contract Year shall in no event exceed £10 million;
 - (b) the Contractor's aggregate liability in respect of loss of or damage to Department Data or breach of the Data Protection Legislation that is caused by Default of the Contractor occurring in each and any Contract Year shall in no event exceed £10 million;
 - (c) the Contractor's aggregate liability in respect of all Service Credits incurred shall be subject to the Service Credit Cap; and
 - (d) the Contractor's aggregate liability in respect of all other Losses incurred by the Department under or in connection with this Contract as a result of Defaults by the Contractor shall in no event exceed:
 - i) in relation to Defaults occurring in the first Contract Year, an amount equal to 150% of the Estimated Year 1 Charges;
 - ii) in relation to Defaults occurring during any subsequent Contract Year, an amount equal to 150% of the Charges paid and/or due to be paid to the Contractor under this Contract in the Contract Year immediately preceding the occurrence of the Default; and

- iii) in relation to Defaults occurring after the end of the Contract Period, an amount equal to 150% of the Charges paid and/or due to be paid to the Supplier in the 12 month period immediately prior to the last day of the Contract Period,

provided that where any Losses referred to this Clause 9.6(d) have been incurred by the Department as a result of the Contractor's abandonment of this Contract or the Contractor's willful default, willful breach of a fundamental term of this Contract or wilful repudiatory breach of this Contract, the references in such Clause to 150% shall be deemed to be references to 200%.

- 9.7 Deductions from Charges shall not be taken into consideration when calculating the Contractor's liability under Clause 9.6(c).
- 9.8 Subject to Clauses 9.3 and 9.5 (Unlimited Liability) and Clause 9.9 (Consequential Losses) and without prejudice to the Department's obligation to pay the Charges as and when they fall due for payment:
- (a) the Department's total aggregate liability in respect of all Losses incurred by the Contractor under or in connection with this Contract as a result of early termination of this Contract by the Department pursuant to Clause 10.1 shall in no event exceed the amount set out Schedule 12 (Breakage Costs); and
 - (b) the Department's aggregate liability in respect of all Losses incurred by the Contractor under or in connection with this Contract as a result of Defaults of the Department shall in no event exceed:
 - i) in relation to Defaults occurring in the first Contract Year, an amount equal to the Estimated Year 1 Charges;
 - ii) in relation to Defaults occurring during any subsequent Contract Year, an amount equal to the total Charges paid and/or due to be paid under this Contract in the Contract Year immediately preceding the occurrence of the Default; and
 - iii) in relation to Defaults occurring after the end of the Contract Period, an amount equal to the total Charges paid and/or due to be paid to the Contractor in the 12 month period immediately prior to the last day of the Contract Period.
- 9.9 Subject to Clauses 9.3, 9.4 and 9.5 (Unlimited Liability) and Clause 9.10, neither Party shall be liable to the other Party for:
- (a) any indirect, special or consequential Loss; or
 - (b) any loss of profits, turnover, business opportunities or damage to goodwill (in each case whether direct or indirect).
- 9.10 Notwithstanding Clause 9.9 but subject to Clause 9.6, the Contractor acknowledges that the Department may, amongst other things, recover from the Contractor the following Losses incurred by the Department to the extent that they arise as a result of a Default by the Contractor:
- (a) any additional operational and/or administrative costs and expenses incurred by the Department, including costs relating to time spent by or on behalf of the Department in dealing with the consequences of the Default;
 - (b) any wasted expenditure or charges;
 - (c) the additional cost of procuring Replacement Services for the remainder of the Contract Period and/or replacement Deliverables, which shall include any incremental costs associated with such Replacement Services and/or replacement Deliverables above those which would have been payable under this Contract;
 - (d) any compensation or interest paid to a third party by the Department; and
 - (e) any fine or penalty incurred by the Department pursuant to Law and any costs incurred by the Department in defending any proceedings which result in such fine or penalty.

- 9.11 Where under this Contract one Party indemnifies the other Party, the Parties shall comply with the provisions of Schedule 13 (Conduct of Claims) in relation to the conduct of claims made by a third person against the Party having (or claiming to have) the benefit of the indemnity.
- 9.12 Each Party shall use all reasonable endeavours to mitigate any loss or damage suffered arising out of or in connection with this Contract, including any Losses for which the relevant Party is entitled to bring a claim against the other Party pursuant to the indemnities in this Contract.
- 9.13 The Department's total liability to the Contractor under this Contract shall be limited to paying the Charges in accordance with Schedule 2 (Pricing) and any other liability or payment as obliged under this Contract.
- 9.14 Without prejudice to its liability to indemnify the Department under this Contract the Contractor shall take out and maintain in force or procure the taking out and maintenance of the Required Insurances and any other insurances as may be required by law. The Required Insurances shall be effective in each case no later than the date on which the relevant risk commences.
- 9.15 The Required Insurances referred to in Clause 9.13 shall amount to:
- 9.15.1 at least five million pounds (£5 million) in respect of public liability cover in respect of each and every occurrence;
 - 9.15.2 at least five million pounds (£5 million) in respect of employer's liability cover in respect of each and every occurrence; and
 - 9.15.3 at least two million pounds (£2 million) in respect of professional indemnity cover in respect of each and every claim;
- 9.16 The Department may review the minimum indemnity limits specified for the Required Insurances in Clause 9.14 on an annual basis. Any Change that is required to the minimum indemnity limits as a result of the Department's review shall be implemented in accordance with the Change Control Procedure.
- 9.17 The Contractor shall provide to the Department by 1 September annually during the Contract Period and at other times on request evidence confirming that the Required Insurances are and remain in place.

9A FINANCIAL DISTRESS

- 9A.1 The Parties shall comply with the provisions of Schedule 4 (Financial Distress) in relation to the assessment of financial standing of the Contractor and the consequences of a change to that financial standing
- 9A.2 As at the date of the Framework Agreement the Contractor warranted to the Department its long term credit ratings as set out in Schedule 4 (Financial Distress) Annex 3. The Contractor shall comply with the requirements set out in paragraph 2 of Schedule 4 (Financial Distress) in relation to its credit ratings and in the event that a Financial Distress Event occurs the provisions of Schedule 4 (Financial Distress) shall apply.

10. TERMINATION

- 10.1 This Contract may be terminated on notice by the Department giving to the Contractor at least 90 days' notice in writing.
- 10.2 If the Department terminates the Contract under Clause 10 the Department shall make no further payments to the Contractor except for a Breakage Costs Payment assessed in accordance with Schedule 12 (Breakage Costs), Services supplied by the Contractor prior to termination where the payment has yet to be made by the Department.
- 10.3 In the event of a Serious Breach of this Contract by either party which can be remedied, the other party may serve a notice on the party in breach requiring the breach to be remedied within a period specified in the notice which shall be reasonable in all the circumstances. If the breach has not been remedied by the expiry of the specified period, the party not in breach may terminate this Contract with immediate effect by notice in writing.

- 10.4 If the Department holds the view, acting reasonably, that the Contractor has committed a Serious Breach of the Contract that it would pose a risk to the health and safety of children or vulnerable adults to permit it to continue to deliver the Services, it may require the Contractor to suspend delivery of the Services pending further investigations.
- 10.5 This Contract may be terminated by the Department with immediate effect by notice in writing if at any time:-
- 10.5.1 the Contractor commits a Serious Breach which cannot be remedied;
 - 10.5.2 in England and Wales, a petition is presented for the Contractor's bankruptcy or a criminal bankruptcy order is made against the Contractor or it makes any composition or arrangement with or for the benefit of creditors or makes any conveyance or assignment for the benefit of creditors;
 - 10.5.3 in Scotland, if the Contractor becomes apparently insolvent within the meaning of Section 7 of the Bankruptcy (Scotland) act 1985;
 - 10.5.4 where the Contractor is a firm or a number of persons acting together in any capacity (including as trustees), any event referred to in Sub-Clauses 10.4.1 or 10.4.2 occurs in respect of any partner in the firm or any of those persons (including any trustees);
 - 10.5.5 the Contractor is convicted (or being a company, any officers or representatives of the Contractor are convicted) of a criminal offence related to the business or professional conduct;
 - 10.5.6 the Contractor commits (or being a company, any officers or representatives of the Contractor commit) an act of grave misconduct in the course of the business;
 - 10.5.7 the Contractor fails (or being a company, any officers or representatives of the Contractor fail) to fulfil its obligations relating to the payment of Social Security contributions;
 - 10.5.8 the Contractor fails (or being a company, any officers or representatives of the Contractor fail) to fulfil its obligations relating to payment of taxes;
 - 10.5.9 the Contractor fails (or being a company, any officers or representatives of the Contractor fail) to disclose any serious misrepresentation in supplying information required by the Department in or pursuant to this Contract.
 - 10.5.10 any of the provisions of paragraph 4 of Schedule 4 (Financial Distress) have arisen.
- 10.7 Nothing in this Clause 10 shall affect the coming into, or continuance in force of any provision of this Contract which is expressly or by implication intended to come into force or continue in force upon termination of this Contract.

11. STATUS OF CONTRACTOR

- 11.1 In carrying out its obligations under this Contract the Contractor agrees that it will be acting as principal and not as the agent of the Department.
- 11.2 The Contractor shall not say or do anything that may lead any other person to believe that the Contractor is acting as the agent of the Department.

12. CONFIDENTIALITY

- 12.1 Except to the extent set out in this Clause or where disclosure is expressly permitted elsewhere in this Contract, each party shall:
- 12.1.1 treat the other party's Confidential Information as confidential and safeguard it accordingly; and
 - 12.1.2 not disclose the other party's Confidential Information to any other person without the owner's prior written consent.
- 12.2 Clause 12 shall not apply to the extent that:
- 12.2.1 such disclosure is a requirement of Law placed upon the party making the disclosure, including any requirements for disclosure under the FOIA, Code of Practice on Access to

Government Information or the Environmental Information Regulations pursuant to Clause 13 (Freedom of Information);

- 12.2.2 such information was in the possession of the party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;
 - 12.2.3 such information was obtained from a third party without obligation of confidentiality;
 - 12.2.4 such information was already in the public domain at the time of disclosure otherwise than by a breach of this Contract; or
 - 12.2.5 it is independently developed without access to the other party's Confidential Information.
- 12.3 The Contractor may only disclose the Department's Confidential Information to the Contractor Personnel who are directly involved in the provision of the Project and who need to know the information, and shall ensure that such Contractor Personnel are aware of and shall comply with these obligations as to confidentiality.
- 12.4 The Contractor shall not, and shall procure that the Contractor Personnel do not, use any of the Department's Confidential Information received otherwise than for the purposes of this Contract.
- 12.5 The Contractor shall ensure that its employees, servants or such professional advisors or consultants are aware of the Contractor's obligations under this Contract.
- 12.6 Nothing in this Contract shall prevent the Department from disclosing the Contractor's Confidential Information:
- 12.6.1 on a confidential basis to any Central Government Body for any proper purpose of the Department or of the relevant Central Government Body;
 - 12.6.2 to Parliament and Parliamentary Committees or if required by any Parliamentary reporting requirement;
 - 12.6.3 to the extent that the Department (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions;
 - 12.6.4 on a confidential basis to a professional adviser, consultant, Contractor, or other person engaged by any of the entities described in Clause 12.6.1 (including any benchmarking organisation) for any purpose relating to or connected with this Contract;
 - 12.6.5 on a confidential basis for the purpose of the exercise of its rights under this Contract, including audit rights, step-in rights and exit management rights; or
 - 12.6.6 on a confidential basis to a proposed successor body in connection with any assignment, novation or disposal of any of its rights, obligations or liabilities under this Contract.
- 12.7 The Department shall use all reasonable endeavours to ensure that any Central Government Body, Contracting Department, employee, third party or Sub-Contractor to whom the Contractor's Confidential Information is disclosed pursuant to Clause 12 is made aware of the Department's obligations of confidentiality.
- 12.8 Nothing in this Clause 12 shall prevent either party from using any techniques, ideas or know-how gained during the performance of the Contract in the course of its normal business to the extent that this use does not result in a disclosure of the other party's Confidential Information or an infringement of Intellectual Property Rights.
- 12.9 The parties acknowledge that, except for any information that is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Contract is not Confidential Information. The Department shall be responsible for determining in its absolute discretion whether any of the content of the Contract is exempt from disclosure in accordance with the provisions of the FOIA.
- 12.10 Subject to Clause 12.9, the Contractor hereby gives its consent for the Department to publish the Contract in its entirety, including from time to time agreed changes to the Contract, to the general public.

- 12.11 The Department may consult with the Contractor to inform its decision regarding any redactions but the Department shall have the final decision in its absolute discretion.
- 12.12 The Contractor shall assist and cooperate with the Department to enable the Department to publish this Contract.

13. FREEDOM OF INFORMATION

- 13.1 The Contractor acknowledges that the Department is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and cooperate with the Department to enable the Department to comply with its information disclosure obligations.
- 13.2 The Contractor shall and shall procure that its Sub-Contractors shall:
 - 13.2.1 transfer to the Department all Requests for Information that it receives as soon as practicable and in any event within two Working Days of receiving a Request for Information;
 - 13.2.2 provide the Department with a copy of all Information in its possession, or power in the form that the Department requires within five Working Days (or such other period as the Department may specify) of the Department's request; and
 - 13.2.3 provide all necessary assistance as reasonably requested by the Department to enable the Department to respond to the Request for Information within the time for compliance set out in section 10 of the FOIA or regulation 5 of the Environmental Information Regulations.
- 13.3 The Department shall be responsible for determining in its absolute discretion and notwithstanding any other provision in this Contract or any other agreement whether any Information is exempt from disclosure in accordance with the provisions of the FOIA or the Environmental Information Regulations.
- 13.4 In no event shall the Contractor respond directly to a Request for Information unless expressly authorised to do so by the Department.
- 13.5 The Contractor acknowledges that (notwithstanding the provisions of Clause 13) the Department may, acting in accordance with the Ministry of Justice's Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000 ("**the Code**"), be obliged under the FOIA, or the Environmental Information Regulations to disclose information concerning the Contractor or the Project:
 - 13.5.1 in certain circumstances without consulting the Contractor; or
 - 13.5.2 following consultation with the Contractor and having taken their views into account;provided always that where Clause 13.5.1 applies the Department shall, in accordance with any recommendations of the Code, take reasonable steps, where appropriate, to give the Contractor advanced notice, or failing that, to draw the disclosure to the Contractor's attention after any such disclosure.
- 13.6 The Contractor shall ensure that all Information is retained for disclosure and shall permit the Department to inspect such records as requested from time to time.

14. AUDIT AND SERVICE CONTINUITY PLAN

- 14.1 The Contractor shall provide access at all reasonable times to the Department's internal auditors or other duly authorised staff or agents to inspect such documents as the Department considers necessary in connection with this Contract and where appropriate speak to the Contractors employees.
- 14.2 The Contractor shall provide the Department with its Service Continuity Plan in accordance with the provisions of Schedule 11 (Service Continuity Plan).

15. TRANSFER OF RESPONSIBILITY ON EXPIRY OR TERMINATION

- 15.1 The Contractor shall, at no cost to the Department, promptly provide such assistance and comply with such timetable as the Department may reasonably require for the purpose of ensuring an orderly transfer of responsibility upon the expiry or other termination of this Contract. The Department shall

be entitled to require the provision of such assistance both prior to and, for a reasonable period of time after the expiry or other termination of this Contract.

15.2 If, to fulfil the Department's request under Clause 15,1, the Contractor requires resources:

- (a) not normally accounted for in delivering the Services; or
- (b) not accounted for in the Charges; or
- (c) after the expiry of the contract;

then the Parties shall agree a variation to the Charges for direct, reasonable and verifiable costs (which in the case of the Contractor shall not exceed the time and materials of the resources required).

15.3 Such assistance may include (without limitation) the delivery of documents and data in the possession or control of the Contractor which relate to this Contract, including the documents and data, if any, referred to in the Schedule.

15.4 The Contractor undertakes that it shall not knowingly do or omit to do anything which may adversely affect the ability of the Department to ensure an orderly transfer of responsibility.

15.5 The Department and the Contractor shall act on the basis that TUPE applies on expiry or termination of the Contract where the Department is proposing to re-procure services which are substantially the same as the Services.

15.6 During the period of 6 months preceding the Expiry Date or within 21 days after the Department or the Contractor has given notice to terminate the Contract, the Contractor shall disclose to the Department and shall permit the Department to disclose to any tenderer for services which are substantially the same as the Services, the Initial Staff Information provided that prior to so doing any such tenderer shall have executed in writing a confidentiality undertaking in favour of the Contractor.

15.7 During the period of three months preceding the Expiry Date or within 21 days after the Department or the Contractor has given notice to terminate the Contract, the Contractor shall, subject to the provisions of the Data Protection Laws, provide and thereafter keep updated at monthly intervals, to the Department and to the Successor Contractor information equivalent to the Relevant Personnel Documentation and Prescribed Particulars in respect of each employee whom the Contractor reasonably believes will be a Future Transferring Employee provided that prior to so doing the Successor Contractor nominated by the Department shall have executed in writing a confidentiality undertaking in favour of the Contractor.

15.8 The Contractor shall make reasonable endeavours to assist the Successor Contractor to communicate with, meet and inform and consult with the employees whom the Contractor reasonably believes will be a Future Transferring Employee and their trade union or other employee representatives for the purposes of complying with the Transfer of Undertakings (Protection of Employment) Regulations 2006.

15.9 The Contractor shall immediately prior to the Future Transfer Date provide to the Department or the Successor Contractor a complete and accurate list of the Prescribed Particulars of all employees whom it reasonably believes will be Future Transferring Employees.

15.10 Within a period of 21 days following the expiry or termination of this Contract the Contractor shall provide to the Department or the Successor Contractor in writing Final Pay Details of the Future Transferring Employees in accordance with Schedule 8 (TUPE).

15.11 The Contractor warrants that it shall supply complete and accurate information pursuant to Clauses 15.6, 15.7, 15.9 and 15.10 in all material respects and the Contractor shall indemnify and keep the Department indemnified fully now and in the future in respect of all or any costs whether arising in contract or under any Relevant Legislation suffered or incurred by the Department or the Successor Contractor nominated by the Department by reason of any proceeding, claim or demand arising from or in connection with the provision of information and/or the failure to provide complete and accurate information under Clauses 15.6, 15.7, 15.9 and 15.10 and/or the provision of assistance and/or failure to provide assistance under Clause 15.8 of this Contract.

- 15.12 After receiving notice of the termination of this Contract and for six (6) months preceding the Expiry Date the Contractor shall promptly notify the Department or the Successor Contractor:
- 15.12.1 Of the period of notice given by the Contractor or received from any employee whom the Contractor reasonably believes will be a Future Transferring Employee regardless of when such notice is to take effect;
 - 15.12.2 Of the termination, for whatever reason, of the employment of any employee whom the Contractor reasonably believes will be a Future Transferring Employee; and
 - 15.12.3 Of any other change to any employee whom the Contractor reasonably believes will be a Future Transferring Employee and their terms and conditions of employment, their Prescribed Particulars and their Relevant Personnel Documentation.
- 15.13 The Contractor warrants that it shall supply the Required Information completely and accurately in all respects at the time of supply and shall indemnify and keep the Department and/or any Successor Contractor indemnified in respect of all and any costs suffered or incurred by the Department or the Successor Contractor by reason of any proceedings, claim or demand arising out of or in connection with:
- 15.13.1 Any claim against the Department or the Successor Contractor by any Future Transferring Employee so far as it relates to any act or omission of the Contractor after the Employee Transfer Date and prior to the Future Transfer Date; and
 - 15.13.2 Any claim against the Department or the Successor Contractor by any Future Transferring Employee whose name is not included on the list provided by the Contractor pursuant to Clause 15.9 so far as it relates to the dismissal of such Future Transferring Employee within two Months of the Department or Successor Contractor becoming aware of the transfer of such Future Transferring Employee.
- 15.14 In the event that the Department or the Successor Contractor incurs costs, liabilities or expenditure in respect of Future Transferring Employees which is greater than would have been the case if the Required Information supplied by the Contractor had been accurate and complete, then such (net) greater costs, liabilities or expenditure shall be deemed to be costs suffered or incurred by the Department or Successor Contractor and included within the indemnity provided by the Contractor.
- 15.15 The Department or Successor Contractor shall be entitled to recover from the Contractor in full any legal, accountancy and other costs actually and reasonably incurred by the Department or Successor Contractor in connection with the costs and liabilities indemnified by the Contractor.
- 15.16 This Clause 15 shall continue in effect for six months following the expiry or termination of this Contract.
- 15.17 Further to the requirements of this Clause 15 and in accordance with Schedule 1 Part A (The Services) the Contractor shall, within six months of the date of this contract prepare and submit to the Department and shall thereafter maintain, an Exit Plan.

16. TAX INDEMNITY

- 16.1 Where the Contractor is liable to be taxed in the UK in respect of consideration received under this contract, it shall at all times comply with the Income Tax (Earnings and Pensions) Act 2003 (ITEPA) and all other statutes and regulations relating to income tax in respect of that consideration. Where the Department has deemed the Contractor to be an Off-Payroll Contractor as defined by Her Majesty's Revenue and Customs the Department reserves the right to calculate Income Tax and pay it to HMRC. The amounts will be deducted from the Contractor's fee for the work provided.
- 16.2 Where the Contractor is liable to National Insurance Contributions (NICs) in respect of consideration received under this contract, it shall at all times comply with the Social Security Contributions and Benefits Act 1992 (SSCBA) and all other statutes and regulations relating to NICs in respect of that consideration. Where the Department has deemed the Contractor to be an Off-Payroll Contractor as defined by Her Majesty's Revenue and Customs the Department reserves the right to calculate primary (employee) National Insurance contributions (NICs) and pay them to HMRC. The amounts will be deducted from the Contractor's fee for the work provided.

- 16.3 The Department may, at any time during the term of this contract, ask the Contractor to provide information which demonstrates how the Contractor complies with Clauses 16.1 and 16.2 above or why those Clauses do not apply to it.
- 16.4 A request under Clause 16.3 above may specify the information which the Contractor must provide and the period within which that information must be provided.
- 16.5 The Department may terminate this Contract if-
- 16.5.1 in the case of a request mentioned in Clause 16.3 above if the Contractor:
- fails to provide information in response to the request within a reasonable time,
- or
- provides information which is inadequate to demonstrate either how the Contractor complies with Clauses 16.1 and 16.2 above or why those Clauses do not apply to it;
- 16.5.2 in the case of a request mentioned in Clause 16.4 above, the Contractor fails to provide the specified information within the specified period, or
- 16.5.3 it receives information which demonstrates that, at any time when Clauses 16.1 and 16.2 apply, the Contractor is not complying with those Clauses.
- 16.6 The Department may supply any information which it receives under Clause 16.3 to the Commissioners of Her Majesty's Revenue and Customs for the purpose of the collection and management of revenue for which they are responsible.
- 16.7 The Contractor warrants and represents to the Department that it is an independent contractor and, as such, bears sole responsibility for the payment of tax and national insurance contributions which may be found due from it in relation to any payments or arrangements made under this Contract. The Contractor shall promptly and regularly pay all National Insurance Contributions due from it as a self-employed person and shall account to the HM Revenue and Customs for all taxes due from it in respect of the payments made to it under this Contract.
- 16.8 If, notwithstanding Clause 16.7 the HM Revenue and Customs and/or any other appropriate agency consider that the Contractor is an employee of the Department for the purposes of tax and/or national insurance contributions; then the Department shall be entitled to terminate this Contract immediately and deduct from the payments payable to the Contractor under the terms of this Contract, such sums as the HM Revenue and Customs and/or other agencies require in respect of income tax and employee national insurance contributions. The deduction of such tax and national insurance contributions will not affect the status of the Contractor as self-employed for all other purposes.
- 16.9 Without prejudice to the provisions of Clause 16.8 above, the Contractor shall indemnify the Department against any liability, assessment or claim made by the HM Revenue and Customs or any other relevant Department arising out of the performance by the Contractor of its obligations under this Contract (other than in respect of employer's secondary national insurance contributions) and any costs, expenses, penalty fine or interest incurred or payable by the Department in connection with any such assessment or claim.
- 16.10 The Contractor authorises the Department to provide the HM Revenue and Customs and all other departments or agencies of the Government with any information which they may request as to fees and/or expenses paid or due to be paid under this Contract whether or not the Department is obliged as a matter of law to comply with such request.
- 16.11 The Contractor shall register for value added tax if and when required by law and shall promptly notify the Department for Work and Pensions of its liability for Class 2 and, where appropriate, Class 4 national insurance contributions.
- 17. DATA PROTECTION**
- 17.1 The Parties acknowledge that for the purposes of the Data Protection Legislation, the Department is the Controller and the Contractor is the Processor. The only processing that the Contractor is authorised to do is listed in Schedule 6.

- 17.2 The Contractor shall notify the Department immediately if it considers that any of the Department's instructions infringe the Data Protection Legislation.
- 17.3 The Contractor shall provide all reasonable assistance to the Department in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Department, include:
- 17.3.1 a systematic description of the envisaged processing operations and the purpose of the processing;
 - 17.3.2 an assessment of the necessity and proportionality of the processing operations in relation to the Services;
 - 17.3.3 an assessment of the risks to the rights and freedoms of Data Subjects; and
 - 17.3.4 the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
- 17.4 The Contractor shall, in relation to any Personal Data processed in connection with its obligations under this Contract:
- 17.4.1 process that Personal Data only in accordance with Schedule 6, unless the Contractor is required to do otherwise by Law. If it is so required, the Contractor shall promptly notify the Department before processing the Personal Data unless prohibited by Law;
 - 17.4.2 ensure that it has in place Protective Measures, which have been reviewed and approved by the Department as appropriate to protect against a Data Loss Event having taken account of the:
 - nature of the data to be protected;
 - harm that might result from a Data Loss Event;
 - state of technological development; and
 - cost of implementing any measures;
 - 17.4.3 ensure that:
 - the Contractor Personnel do not process Personal Data except in accordance with this Contract (and in particular Schedule 6);
 - it takes all reasonable steps to ensure the reliability and integrity of any Contractor Personnel who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Contractor's duties under this Clause;
 - (B) are subject to appropriate confidentiality undertakings with the Contractor or any Sub-processor;
 - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third Party unless directed in writing to do so by the Department or as otherwise permitted by this Contract; and
 - (D) have undergone adequate training in the use, care, protection, and handling of Personal Data; and
 - 17.4.4 not transfer Personal Data outside of the EU unless the prior written consent of the Department has been obtained and the following conditions are fulfilled:
 - the Department or the Contractor has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Department;
 - the Data Subject has enforceable rights and effective legal remedies;
 - the Contractor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if

it is not so bound, uses its best endeavours to assist the Department in meeting its obligations); and

the Contractor complies with any reasonable instructions notified to it in advance by the Department with respect to the processing of the Personal Data;

- 17.4.5 at the written direction of the Department, delete or return Personal Data (and any copies of it) to the Department on termination of the Contract unless the Contractor is required by Law to retain the Personal Data.
- 17.5 Subject to Clause 17.6, the Contractor shall notify the Department immediately if it:
 - 17.5.1 receives a Data Subject Access Request (or purported Data Subject Access Request);
 - 17.5.2 receives a request to rectify, block or erase any Personal Data;
 - 17.5.3 receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - 17.5.4 receives any communication from the Information Commissioner or any other regulatory Department in connection with Personal Data processed under this Contract;
 - 17.5.5 receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
 - 17.5.6 becomes aware of a Data Loss Event.
- 17.6 The Contractor's obligation to notify under Clause 17.5 shall include the provision of further information to the Department in phases, as details become available.
- 17.7 Taking into account the nature of the processing, the Contractor shall provide the Department with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under Clause 1.5 (and insofar as possible within the timescales reasonably required by the Department) including by promptly providing:
 - 17.7.1 the Department with full details and copies of the complaint, communication or request;
 - 17.7.2 such assistance as is reasonably requested by the Department to enable the Department to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
 - 17.7.3 the Department, at its request, with any Personal Data it holds in relation to a Data Subject;
 - 17.7.4 assistance as requested by the Department following any Data Loss Event;
 - 17.7.5 assistance as requested by the Department with respect to any request from the Information Commissioner's Office, or any consultation by the Department with the Information Commissioner's Office.
- 17.8 The Contractor shall maintain complete and accurate records and information to demonstrate its compliance with this Clause. This requirement does not apply where the Contractor employs fewer than 250 staff, unless:
 - 17.8.1 the Department determines that the processing is not occasional;
 - 17.8.2 the Department determines the processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; and
 - 17.8.3 the Department determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 17.9 The Contractor shall allow for audits of its Data Processing activity by the Department or the Department's designated auditor.
- 17.10 The Contractor shall designate a data protection officer if required by the Data Protection Legislation.
- 17.11 Before allowing any Sub-processor to process any Personal Data related to this Contract, the Contractor must:

- 17.11.1 notify the Department in writing of the intended Sub-processor and processing;
 - 17.11.2 obtain the written consent of the Department;
 - 17.11.3 provide the Department with such information regarding the Sub-processor as the Department may reasonably require.
- 17.12 The Contractor shall remain fully liable for all acts or omissions of any Sub-processor.
- 17.13 The Contractor shall indemnify the Department against any liability, assessment or claim made by the Information Commissioner's Office or any other relevant Department or Agency arising out of the performance by the Contractor of its obligations under this Contract and any costs, expenses, penalty fine or interest incurred or payable by the Department in connection with any such assessment or claim.
- 17.14 The Contractor may, at any time on not less than 30 Working Days' notice, revise this Clause by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Contract).
- 17.15 The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Department may on not less than 30 Working Days' notice to the Contractor amend this Contract to ensure that it complies with any guidance issued by the Information Commissioner's Office.
- 18. AMENDMENT AND VARIATION**
- 18.1 No amendment or variation to this Contract shall be effective unless it is in writing and signed by or on behalf of each of the parties hereto. The Contractor shall comply with any formal procedures for amending or varying contracts which the Department may have in place from time to time.
- 18.2 In considering any amendment or variation to this Contract, the parties shall use the Change Control Procedure as set out in Schedule 3 (Change Control Procedure).
- 19. ASSIGNMENT AND SUB-CONTRACTING**
- 19.1 The benefit and burden of this Contract may not be assigned or sub-contracted in whole or in part by the Contractor without the prior written consent of the Department save as expressly set out in clause 19.2. Such consent may be given subject to any conditions which the Department considers necessary. The Department may withdraw its consent to any sub-contractor where it no longer has reasonable grounds to approve of the sub-contractor or the sub-contracting arrangement and where these grounds have been presented in writing to the Contractor.
- 19.2 The Contractor may enter into sub-contracts for the delivery of general services that indirectly enable the Contractor to perform the Services without the requirement to seek the Department's prior consent as set out in clause 19.
- 19.3 Where the Department has consented to the appointment of a Sub-Contractor, pursuant to Clause 19, the Contractor shall, as soon as reasonably practicable following a request from the Department provide to the Department a copy of the Sub-Contract entered into between the Contractor and the Sub-Contractor which should pass down to the Sub-Contractor in terms which are the same or substantially similar to the provisions in this Contract as is relevant for the delivery of the Services under the Sub-Contract.
- 19.4 Where the Department has consented to an assignment pursuant to clause 19 the Contractor shall evidence the assignment in writing to the Department and provide a copy of the assignment document on request.
- 19.5 The Contractor shall not terminate or materially amend the terms of any Sub-contract whose value exceeds £10,000 (ten thousand pounds) without obtaining the Department's prior written consent.
- 19.6 The Department may require the Contractor to terminate a sub-contract if the acts or omissions of the Sub-contractor have given rise to the Department's rights of termination pursuant to clause 10 unless the sub-contractor can remedy the breach to the Department's satisfaction with 21 days of receipt by the Contractor of written notice from the Department requiring the Sub-Contract to be terminated.

- 19.7 The Contractor shall remain responsible for all acts and omissions of its Sub-Contractors as if they were its own.
- 19.8 If the Department believes there are:
- 19.8.1 Grounds for excluding a supplier from being a Sub-Contractor pursuant to the minimum requirements set out in the table below: or

Commercial organisations, Charities, HEIs and consultants	Schools
<ul style="list-style-type: none"> • Parts 1 & 2 of the Standard Selection Questionnaire. • No unmanageable conflicts of interest or reputational risk to the ECF. • No unresolved performance issues, as identified by the Quality Assurance function. 	<ul style="list-style-type: none"> • Must be graded Good or Outstanding for overall effectiveness by Ofsted. • No unmanageable conflicts of interest or reputational risk to the ECF and/or the DfE. • No unresolved performance issues, as identified by the Quality Assurance function and/or by the DfE.

- 19.8.2 Compulsory grounds for excluding a Sub-Contractor pursuant to Regulation 57 of the Regulations; or
- 19.8.3 Non-compulsory grounds for excluding a Sub-Contractor pursuant to Regulation 57 of the Regulations;

the Department may require the Contractor to replace or not appoint the Sub-Contractor and the Contractor shall comply with such a requirement.

- 19.9 The Department reserves the right to undertake due diligence in relation to any Sub-Contractor in accordance with Clause 19.8.

20. THE CONTRACT (RIGHTS OF THIRD PARTIES) ACT 1999

- 20.1 This Contract shall not create any rights, under the Contracts (Rights of Third Parties) Act 1999 or otherwise, that shall be enforceable by anyone other than the Department and/or the Contractor.

21. WAIVER

- 21.1 No delay by or omission by either Party in exercising any right, power, privilege, or remedy under this Contract shall operate to impair such right, power, privilege or remedy or be construed as a waiver thereof. Any single or partial exercise of any such right, power, privilege or remedy shall not preclude any other or further exercise thereof or the exercise of any other right, power, privilege, or remedy.

22. FORCE MAJEURE

- 22.1 If either Party is prevented or delayed in the performance of any of its obligations under the Contract by Force Majeure, that Party shall immediately serve notice in writing on the other Party specifying the nature and extent of the circumstances giving rise to Force Majeure, and shall subject to service of such notice and to clause 22.3 have no liability in respect of the performance of such of its obligations as are prevented by the Force Majeure events during the continuation of such events, and for such time after they cease as is necessary for that Party, using all reasonable endeavours, to recommence its affected operations in order for it to perform its obligations.
- 22.2 If either Party is prevented from performance of its obligations for a continuous period in excess of 3 months, the other Party may terminate the Contract forthwith on service of written notice upon the Party so prevented, in which case neither Party shall have any liability to the other except that rights and liabilities which accrued prior to such termination shall continue to subsist.
- 22.3 The Party claiming to be prevented or delayed in the performance of any of its obligations under the Contract by reason of Force Majeure shall use reasonable endeavours to end Force Majeure or to find solutions by which the Contract may be performed despite the Force Majeure.

23. NOTICES

- 23.1 Any notice, demand or communication in connection with the Contract shall be in writing and may be delivered by hand, pre-paid first class post or (where being sent to an address in a different country to where posted) airmail, or e-mail, addressed to the recipient at its registered office or its address (or such other address, or e-mail address as may be notified in writing from time to time).
- 23.2 The notice, demand or communication shall be deemed to have been duly served:
- 23.2.1 if delivered by hand, when left at the proper address for service;
- 23.2.2 if given or made by prepaid first-class post 48 hours after being posted or in the case of airmail 14 days after being posted;
- 23.2.3 if made by e-mail, at the time of transmission, dispatched as a pdf attachment to an e-mail to the correct e-mail address without any error message or, in the case of transmission by e-mail where the time of transmission is not between 9.00 am and 5.00 pm, service shall be deemed to occur at 9.00 am on the next following Working Day (such times being local time at the address of the recipient).

24. DISPUTE RESOLUTION

- 24.1 The Parties shall use all reasonable endeavours to negotiate in good faith and settle amicably any dispute that arises during the continuance of this Contract. This shall include escalating the dispute to a more senior level within both the Department and the Contractor with a view to reaching a settlement.
- 24.2 Any dispute not capable of resolution by the parties in accordance with the terms of Clause 24 shall be settled as far as possible by mediation in accordance with the Centre for Dispute Resolution (CEDR) Model Mediation Procedure.
- 24.3 No party may commence any court proceedings/arbitration in relation to any dispute arising out of this Contract until they have attempted to settle it by mediation, but any such mediation may be terminated by either party at any time of such party wishing to commence court proceedings/arbitration.

25. DISCRIMINATION

- 25.1 The Contractor shall not unlawfully discriminate within the meaning and scope of any law, enactment, order, or regulation relating to discrimination (whether in race, gender, religion, disability, sexual orientation or otherwise) in employment.
- 25.2 The Contractor shall take all reasonable steps to secure the observance of Clause 25.1 by all servants, employees or agents of the Contractor and all Contractors and sub-contractors employed in the execution of the Contract.

26. LAW AND JURISDICTION

- 26.1 This Contract shall be governed by and interpreted in accordance with English Law and the parties submit to the jurisdiction of the English courts.

27. PAYMENTS AND INVOICING

- 27.1 Except where otherwise expressly stated in the Contract the only payments to be paid by the Department for the performance by the Contractor of its obligations under the Contract shall be the Charges which shall be inclusive of all costs and expenses incurred by the Contractor in the performance of its obligations.
- 27.2 In consideration for the provision of the Services the Department shall pay the Charges in accordance with the Schedule 2 subject to the receipt of correct invoices pursuant to Clause 27.1127.9 being issued by the Contractor.
- 27.3 Invoices in relation to Output Payments will be paid once the Department has verified that Outputs have been completed, subject to accurate Declarations, MI returns and/or satisfactory evidence being submitted where required, as set out in Annex 1 to Schedule 2: Part 1 – Payment Process. If Output Payments are made based on inaccurate Declarations, MI returns or evidence being submitted, and it later emerges that Output Payments were incorrectly made for Participants who

did not start or remain engaged on the programme, the Department will be eligible to clawback those payments made.

- 27.4 The Contractor shall submit the first invoice by 25th June 2022 and subsequent invoices shall be submitted by the 25th of the month following the month in respect to which the invoice relates, unless otherwise stated in the contract.
- 27.5 The Department shall accept and process for payment an electronic invoice submitted for payment by the Contractor where the invoice is undisputed and where it complies with the standard on electronic invoicing. For the purposes of this paragraph, an electronic invoice complies with the standard on electronic invoicing where it complies with the European standard and any of the syntaxes published in Commission Implementing Decision (EU) 2017/1870.
- 27.6 Except where otherwise expressly stated in Schedule 2 the Contractor shall not be entitled to increase the Charges or any rates identified in Schedule 2 throughout the Contract Period.
- 27.7 The Charges are exclusive of Value Added Tax ("VAT") and all other taxes, duties and levies, but shall be inclusive of all charges, costs and expenses of whatever nature the Contractor incurs in providing the Services, and performing all other obligations of the Contractor, under the Contract (unless expressly stated otherwise in the Contract). The Contractor should notify the Department of any direct VAT charges for the delivery of the Contract. The Contractor shall identify VAT and other applicable taxes, duties and levies separately on invoices, including identifying the elements of the Charges that are subject to VAT at the standard rate or at any other rates and that are zero rated or exempt from VAT.
- 27.8 Payment of the Charges by the Department shall be without prejudice to any rights the Department may have by reason of any Services, or any part thereof, failing to comply with any provision of the Contract and any breach by the Contractor of the Contract shall not be deemed to be accepted or waived by the Department by reason of such payment.
- 27.9 Invoices shall be submitted electronically by email to ecf.delivery@education.gov.uk and the Department's Contract Manager by the relevant date as specified in Clause 27.4.
- 27.10 There is no postal address. Paper invoices or supporting documents will not be accepted. All supporting documents must be sent digitally along with the invoice to the email addresses at Clause 27.9.
- 27.11 An invoice is a Correctly Submitted Invoice if it is legible and includes:
- 27.11.1 the date of the invoice
 - 27.11.2 Contractor's full name and address;
 - 27.11.3 Contract reference number;
 - 27.11.4 Purchase Order number
 - 27.11.5 the charging period;
 - 27.11.6 a detailed breakdown of the appropriate Charges including deliverables, milestones achieved and Service Credits (if applicable);
 - 27.11.7 days and times worked (if applicable);
 - 27.11.8 Service Credits (if applicable); and
 - 27.11.9 VAT if applicable.
- 27.12 The Department shall not pay an invoice which is not a Correctly Submitted Invoice.
- 27.13 The Department intends to pay Correctly Submitted Invoices within 5 days of receipt. Correctly Submitted Invoices not paid within 30 days are subject to interest at the rate of 2% above the base rate from time to time of Barclays Bank. This Clause 27.12 is a substantial remedy for late payment of any sum payable under the Contract in accordance with section 8(2) Late Payment of Commercial Debts (Interest) Act 1998.
- 27.14 The Department shall not be responsible for any delay in payment caused by receipt of invoices which are not a Correctly Submitted Invoice and shall, within 10 Business Days of receipt, return to

the Contractor for correction invoices that are not Correctly Submitted Invoices together with an explanation of the need for correction.

- 27.15 At the end of the Contract Period the Contractor shall promptly draw-up a final invoice which shall cover all Services provided up to the end of the Contract Period which have not already been invoiced to the Department. The final invoice shall be submitted not later than 30 days after the end of the Contract Period.
- 27.16 The Department shall not be obliged to pay the final invoice until the Contractor has carried out all of the Services.
- 27.17 The Contractor shall ensure that a term is included in all Sub-Contracts which requires payment to be made of all sums due to Sub-Contractors within 30 days from the receipt of a valid invoice.
- 27.18 If the Department disputes any amount specified in a Correctly Submitted Invoice it shall pay such amount of the invoice as is not in dispute and within 10 Business Days notify the Contractor of the reasons for disputing the invoice. The Department may withhold the disputed amount pending resolution of the dispute.
- 27.19 The Parties shall use all reasonable endeavours to resolve any dispute over invoices within 10 Business Days of the dispute being raised, after which period either Party may refer the matter for resolution in accordance with clause 24.

AS WITNESS the hands of the parties:

Authorised to sign for and on behalf of [REDACTED]

Signature:

.....

Name in CAPITALS:

.....

Position in Organisation:

.....

Address in full:

.....

Date:

.....

Authorised to sign for and on behalf of the Secretary of State for Education

Signature:

.....

Name in CAPITALS:

.....

Position in Organisation:

.....

Address in full:

.....

Date:

.....

SCHEDULE 1: PART 1 – THE SERVICES

SECTION 1: BACKGROUND

1. Context

- 1.1 Teachers are the foundation of the education system – there are no great schools without great teachers. At the heart of great teaching and great school leadership is a shared, evidence-informed understanding of what works.
- 1.2 Delivering on the commitments set out in the [Teacher Recruitment and Retention Strategy](#), the DfE is in the process of transforming training and support for teachers at all stages of their career.
- 1.3 The DfE has revised the Initial Teacher Training Core Content Framework and, through the implementation of the Early Career Framework (“ECF”), will support teachers in the first years of their career with a structured and high quality two-year induction.
- 1.4 Building from this, a priority of the DfE is to help all teachers and leaders continuously develop their knowledge and skills throughout their careers, so that every child in the classroom in every school gets a world-class start in life.
- 1.5 National Professional Qualifications (NPQs) provide training and support for teachers and leaders at all levels. As set out in the Teacher Recruitment and Retention Strategy, the DfE has committed to developing three new specialist NPQs. Alongside this the DfE is reviewing the suite of leadership NPQs.
- 1.6 It is the DfE’s intention that the revised suite of NPQs will complete the golden thread from initial teacher training through to school leadership, rooting teacher and leader development in the best available evidence and collective wisdom of the profession.

2. Introduction

- 2.1 The Contractor is required to deliver the Full Induction Programme to support the National Roll-Out of the ECF reforms.
- 2.2 National Roll-Out of the ECF reforms aims to improve the quality and support of early career teachers (“ECTs”) through an entitlement of two years of professional development. Contractors will do this by providing schools with access to materials and training programmes underpinned by the ECF, to support them to offer an ECF-based induction to their ECTs and support them with trained Mentors.
- 2.3 The Contractor is required to understand the context of the ECF, which is the basis for the Services, and contains the drivers for this requirement, including (which may be updated as required):
 - The ECF, which underpins an entitlement to a funded, two-year package of structured training and support for ECTs and their Mentors, available at:
<https://www.gov.uk/government/publications/supporting-early-career-teachers>
 - The Core Induction Programmes include high-quality development materials, underpinned by the ECF, which will support early career teachers to develop the essential knowledge and skills to set them up for a successful and fulfilling career in teaching, available at:
<https://www.early-career-framework.education.gov.uk/>
 - The Strengthening Qualified Teacher Status and improving career progression for teachers, consultation. The summary of responses received, along with the Government’s response outlining the next steps, available at:
<https://www.gov.uk/government/consultations/strengthening-qualified-teacher-status-and-career-progression>
 - The DfE’s Teacher Recruitment and Retention Strategy, available at:
<https://www.gov.uk/government/publications/teacher-recruitment-and-retention-strategy>

- The DfE's Induction for newly qualified teachers (England) Statutory guidance for appropriate bodies, headteachers, school staff and governing bodies, available at:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/696428/Statutory_Induction_Guidance_2018.pdf
- The National Standards for school-based initial teacher training mentors, available at:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/536891/Mentor_standards_report_Final.pdf
- The Teachers' Professional Development Standard, defining good professional development for teachers, available at:
<https://www.gov.uk/government/publications/standard-for-teachers-professional-development>

3. Policy background

- 3.1 Improving support for ECTs is at the heart of the DfE's Teacher Recruitment and Retention Strategy.**
- 3.2 It is essential that ECTs are able to develop the knowledge, practices and working habits that will set them up for a fulfilling and successful career in teaching. At the heart of the DfE's [Teacher Recruitment and Retention Strategy](#) is a commitment to transform support for teachers at the start of their career.
- 3.3 Statutory induction is a key step in a teacher's journey towards a successful career in teaching and is required to support the ECT in demonstrating that they have met the Teachers' Standards. All organisations that offer statutory induction to ECTs must comply with the same Statutory requirements.
- 3.4 In January 2019, the DfE published the ECF, which sets out what all ECTs will learn about and learn how to do as part of their strengthened statutory induction. It is based on expert guidance and the best available evidence. The Education Endowment Foundation (EEF) has independently reviewed the framework.
- 3.5 From September 2021, all teachers undergoing statutory induction will have a two-year induction underpinned by the ECF.** From September 2021, statutory induction will be extended from one year to two years and ECTs will be entitled to an 'ECF based Induction'. The package of reforms funded by the DfE will ensure new teachers have dedicated time set aside to focus on their development. By the time the new system is fully in place, the DfE anticipates investing up to an additional £130 million every year in ECF induction.
- 3.6 An ECF induction entitles ECTs to two years of support, including:
- 3.6.1 Funded time away from the classroom (10% in year 1 as now and an additional 5% off timetable in year 2) to undertake a planned 131-hour curriculum of training, covering all of the ECF 'learn that' and 'learn how to' statements, including:
- i) Self-directed study sessions (at least 23 hours).
 - ii) Mentor sessions (~ 59 hours).
 - iii) Training sessions (at least 30 hours).
- 3.6.2 A trained Mentor, familiar with the evidence and practice of ECF, with additional funded time away from the classroom to support the ECT in the second year.
- 3.7 The DfE will make available optional support to help schools deliver statutory induction.**
- 3.8 The DfE is committed to providing support for schools to implement the new induction requirements and to minimise the burden on them. This support includes:
- 3.8.1 **High quality, freely available training materials** for schools to use to develop and deliver their own induction programmes for their ECTs. These materials translate the content of the ECF into a structured induction programme with supporting materials that cover each statement in the ECF. This was a commitment the DfE made in response to

the consultation on extending induction. For the purposes of the Framework Agreement, this is called the 'Core Induction Programme'. These materials have been published [here](#)¹.

- 3.8.2 **Funded training programmes for ECTs.** A quality assured training Contractor will offer schools additional and high quality training and materials to support the ECT. This will include delivering support directly to ECTs. The DfE wants to encourage as many schools as possible to benefit from funded training programmes. In order to ensure all ECTs are experiencing a consistently high-quality induction experience, training programmes will be based on the high-quality training outlines set out in the Core Induction Programme (see Section 3).
- 3.8.3 **Funded Mentor Training.** The DfE recognises the fundamental importance of mentoring for ECTs and to the successful delivery of the ECF. As such, the DfE committed in the consultation response to ensure that schools have access to high quality training for their Mentors. This Mentor training will be related to the ECF, funded, and delivered by a quality assured training Contractor alongside the ECT training.
- 3.9 Given the importance of a Mentor for a successful induction, the DfE will offer the Mentor training and ECT training as a 'bundle' to ensure that ECTs on the training programmes are supported by a Mentor familiar not only in mentoring techniques, but also with the ECF itself. Schools will be offered a Mentor training place for every ECT they sign up. Though some Mentors support multiple ECTs, the DfE will still offer schools a Mentor training space for each ECT, to allow schools to build up mentoring capacity if they wish to.
- 3.10 From September 2021, all schools offering statutory induction, including academies and free schools who may choose to offer it, will be required to ensure all ECTs receive their entitlement to a two-year programme of support and development underpinned by the ECF. The ECF will form the basis of all statutory induction programmes:
- 3.10.1 All ECTs on a statutory induction will have an entitlement to training across the full range of the ECF – see Section 3 for further details.
- 3.10.2 Appropriate Bodies will be expected to quality assure the statutory induction process, including implementation of the ECF.
- 3.11 The DfE will be publishing updated statutory induction guidance in September 2021 to provide further information on the role of the ECF in the delivery of a strengthened induction. Schools are free to use the ECF before this statutory guidance is in place.
- 3.12 Formal assessment under the new arrangements will remain the sole responsibility of the school, with assessment against the Teachers' Standards and not the ECF. The ECF is not, and should not be used, as an assessment framework. ECTs will not be expected to collect evidence against the ECF, and they will continue to be assessed against the Teachers' Standards only. The ECF will underpin an entitlement to training and support for ECTs and should not be seen as an additional assessment tool.
- 3.13 **To prepare for National Roll-Out in 2021, the DfE is conducting Early Roll-Out in four areas from September 2020.**
- 3.14 In 2019, the DfE undertook a procurement for Early Roll-Out of the ECF in (i) the North East, (ii) Greater Manchester, (iii) Bradford and (iv) Doncaster to deliver a 2 year 'test and learn' cohort from September 2020. These areas represent a diverse range of schools in varying circumstances, which will help to build our understanding of how to support schools in implementing a programme of support and development underpinned by the ECF. The Early Roll-Out cohort is currently supporting over 1,900 ECTs and their assigned Mentors.
- 3.15 Covid-19 has meant that virtually all ECTs starting in September 2020 have had their Initial Teacher Training year curtailed. Therefore, the DfE extended the availability of high quality support beyond Early Roll-Out areas and are currently supporting over 4,600 ECTs and their assigned

¹ From September 2021 the CIP materials will be hosted on the DfE digital platform.

mentors from across the country, with a one year version of the Early Roll-Out programme, focusing on schools serving disadvantaged communities.

- 3.16 As part of Early Roll-Out, Contractors were asked to sequence the ECF into a curriculum, and design self-study materials for ECTs, as well as training session outlines for ECTs and Mentors. Together these materials form the Core Induction Programme. National Roll-Out will consist of training based on these programmes.
- 3.17 The National Roll-Out of full training programmes fulfils the next stage in this process – the requirements of which are set out in this Specification.

4. Teaching School Hubs

- 4.1 In the DfE's Recruitment and Retention Strategy, the DfE committed to improving support for all teachers, ensuring that they receive high quality training and development at every stage of their career – from Initial Teacher Training through to leadership qualifications. At the heart of this new system will be Teaching School Hubs (TSH). TSH will have a concentrated focus on teacher training and development that will see a return to the original vision behind teaching schools, recognising teacher and leader development as the most important form of school improvement.
- 4.2 TSH will be expected to play a significant role in delivering the ECF, and to seek to be involved in the delivery of new Specialist NPQs and Leadership NPQs. They will also deliver school-based initial teacher training, and quality assure statutory induction through an Appropriate Body role. Their clearly defined role in professional development will make it easier for schools and teachers to identify what opportunities and support are available to them. TSH will also be able to deliver other high-quality evidence based CPD that focusses on developing quality teaching across the hub area.

5. Alternative ECF Provision

- 5.1 The Teacher Recruitment and Retention Strategy outlined our commitment to improving training opportunities at every stage of the teacher career journey. We need a strong delivery infrastructure to provide a world-class development offer for teachers and leaders. To support this, the DfE may in the future establish new teacher training models to deliver the ECF and/or other teacher development programmes.
- 5.2 Therefore, the DfE reserves the right to run a separate procurement during the term of the ECF Framework to establish alternative delivery models that include the delivery of NRO services and incorporate them within existing ECF funding and demand.
- 5.3 In this event, the DfE will provide further details regarding opportunities and/or impacts for ECF Framework Providers. ECF Framework Providers are reminded that under the Framework Agreement there is no guarantee of there being a specified level of call-offs or indeed any call-offs at all. There is also no exclusivity in relation to the same or similar services only being delivered by ECF Framework Providers.

6. Appropriate Bodies

- 6.1 Organisations, which are also an Appropriate Body, are permitted to deliver Services for ECF National Roll-Out. This means a Contractor can deliver training to another school for which that Contractor is also the Appropriate Body. Similarly, the Contractor does not need to restrict any delivery partner from both acting as an Appropriate Body to another school and also delivering training to the same school.
- 6.2 The DfE advises that Appropriate Body and training provider roles are distinct. Note that:
 - 6.2.1 Appropriate Bodies are responsible for ensuring that schools provide adequate support for their NQTs, and that their assessment is fair and consistent across all institutions. Roles and responsibilities are set out in statutory guidance and include: ensuring that headteachers/principals are aware of, and capable of meeting their responsibilities for

monitoring support and assessment; and the monitoring, support, assessment and guidance procedures in place are fair and consistent.

- 6.2.2 Providers should deliver training to Early Career Teachers, as laid out in the National Roll-Out specification. Separate mechanisms are in place to quality assure the delivery of training.

SECTION 2: SPECIFICATION OF REQUIREMENTS

7. Context

- 7.1 Using existing published Core Induction Programme products the Contractor is required to design and deliver ECT and Mentor Training Programmes to support the National Roll-Out of the ECF reforms.
- 7.2 The ECF sets out what all ECTs will learn about and be trained in as part of their new strengthened statutory induction period to be introduced nationally from September 2021.
- 7.3 The DfE wishes to provide support for schools to implement the new induction requirements and to minimise any associated burdens on them. In Early Roll-Out, 4 Contractors have produced a Full Induction Programme, made up of six products, designed to support ECTs and their Mentors. Products 1-4 make up the Core Induction Programme. The Core Induction Programmes have been published [here](#)². Products 1-6 make up the Full Induction Programme.
- 7.4 The Full Induction Programme includes 6 elements:
- 7.4.1 Product 1 - Sequence
 - 7.4.2 Product 2 - Self-directed Study Materials
 - 7.4.3 Product 3 - Mentor Session Materials
 - 7.4.4 Product 4 - ECT Training Session Outlines
 - 7.4.5 Product 5 - ECT Training Programmes
 - 7.4.6 Product 6 - Mentor Training Programmes
- 7.5 In National Roll-Out, the Contractor shall design training for ECTs and their Mentors (Products 5 and 6) using one of the Core Induction Programmes produced by our Early Roll-Out Contractors. Contractors must maintain any defined training models or concepts established in the chosen Core Induction Programme within their Products 5 and 6.
- 7.6 The Contractor will host their selected Core Induction Programme (Products 1 – 4) and their Products 5 and 6 on a digital platform for participants undertaking the Full Induction Programme.
- 7.7 In designing the training referred to in 7.5, Contractors are granted flexibility around ‘how’ to deliver the training but not ‘what’ training to deliver. Training session outlines dictate the ECF statements that Contractors should cover in particular sessions and the desired outcomes that Contractors shall ensure are met. There is flexibility on how Contractors achieve those outcomes although the Contractor is required to adhere to the suggested timings in the training session outlines. There are no training session outlines for Mentor training and no specific timings other than Contractors shall ensure that Mentor training provides for a maximum of 36 hours of training for Mentors over two years. Mentor training shall as a minimum ensure Mentors are proficient in the content of the ECF and are equipped with the core mentoring skills sufficient to support the ECF with the chosen Core Induction Programme.
- 7.8 A brief summary of each of the elements the Contractor must design in National Roll-Out can be found in **Table 1** below. **Table 2** describes Products 1-4, as procured in Early Roll-Out, on which the National Roll-Out Contractors’ training must be based.
- 7.9 **Table 1: Description of Products and Services for National Roll Out**

² From September 2021 the CIP materials will be hosted on the DfE digital platform.

Product / Service	Overview	Product /Service Audience	Product / Service Purpose
5a. ECT Training Programme Content	The Contractor is required to prepare the content of the ECT Training Programme, based on the Training Session Outlines to deliver the stated Product/Service Purpose.	ECT	ECTs develop a deep understanding of all parts of the ECF, and the quality of their teaching is improved. ECTs build effective support networks, including outside of their school.
5b. ECT Training Programme Delivery	The Contractor is required to deliver the ECT Training Programme to ECTs to achieve the Product/Service Purpose. The delivery mechanism is not prescribed and may include face-to-face or online. The Contractor shall ensure that the training programme enables ECTs to build effective support networks.		
6a. Mentor Training Programme Content	The Contractor is required to design the content of the Training Programme for the Mentors of ECTs to deliver the stated Product/Service Purpose. The content shall be focused on the ECF and mentoring knowledge and skills needed for the relevant Core Induction Programme's Mentor Sessions.	Mentor	Mentors develop a deep understanding of all parts of the ECF in order to support the ECTs with their understanding of the ECF. Mentors are able to effectively mentor and tailor their support to the individual ECT's needs and experiences. Mentors have a professional community of support to share best practice.
6b. Mentor Training Programme Delivery	The Contractor is required to deliver the Training Programme for the Mentors of ECTs to achieve the stated Product/Service Purpose. The Training Programme shall be focused on the ECF and mentoring knowledge and skills needed for the Mentor sessions. The training		

	programme shall also enable Mentors to build professional communities of support.		
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7.10 **Table 2: Description of the elements of the Core Induction Programme**

Product / Service	Overview	Product /Service Audience	Product / Service Purpose
1. Sequence	Each 'learn that' and 'learn how to' section of the ECF is in an order (a "sequence") across a two-year induction period. This sequence describes the way ECTs study each section (self-directed / Mentor sessions / training) and the time to be spent on it.	School and ECT and Mentor	Schools/users/the Contractor are able to deliver a two-year induction programme that covers each 'learn that' and 'learn how to' statement in the ECF. The sequence enables ECTs to master foundational concepts and knowledge before moving on to new concepts and knowledge. Schools, ECTs and Mentors know what to expect in terms of their schedule and priorities for induction.
2. Self-directed Study Materials	Materials which support independent study undertaken by the ECT on specific sections of the ECF as set out in the Sequence.	ECT	ECTs are able to use self-directed study materials to work independently and at their own pace. ECTs develop a deep understanding of all parts of the ECF, and the quality of their teaching is improved.
3. Mentor Session Materials	Materials which support regular mentoring sessions between the ECT and their Mentor on specific sections of the ECF as set out in the Sequence.	ECT and Mentor	Schools/the Contractor are able to create provision of Materials that enables Mentors to prepare effective mentoring sessions quickly. ECTs receive support from their Mentor to understand and apply the ECF, which is tailored to the ECT's individual needs and experiences. Through discussions with their Mentor, ECTs develop a deep understanding of all parts of the ECF, and the quality of their teaching is improved.
4. ECT Training Session Outlines	An outline of content to be covered within ECT training sessions on specific sections of the ECF as set out in the Sequence.	School/the Contractor	Schools/the Contractor wishing to deliver training themselves (in National Roll-Out) are able to: a. Understand what content of the ECF should be

			covered in each training session; and b. Develop and deliver high quality training programmes based on the training outlines.
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8. **The Services required for National Roll-Out**

8.1 **Product and Service 5: ECT Training Programmes (including ECT Training Content and ECT Training Delivery)**

8.2 A critical component of the support the DfE is offering to ECTs during the strengthened induction is the ECT Training Programmes. The purpose of ECT Training Programmes is to deepen ECTs' understanding of the content of the ECF, in order to improve the quality of their teaching and to enable ECTs to build effective support networks, including outside of their school. Contractors shall create and deliver training direct to ECTs. This training shall be based on one of the Early Roll-Out Core Induction Programme's ECT Training Session Outline (Product 4), and Contractors are required to ensure the outcomes set out in those Training Session Outlines are met.

8.3 **Product 5a: ECT Training Programme Content**

8.4 Table 3 - sets out the essential criteria for the ECT Training Content to be met by Contractors when designing the ECT training programme:

Product 5a: Essential criteria for ECT Training Programmes	
1.	The Training Programme Content must only cover content referred to in the ECF.
2.	Sufficient ECT Training Content shall be produced to best utilise the time allocated in the relevant Sequence for ECT Training Sessions.
3.	The ECT Training Content shall adhere to the relevant ECT Training Session Outlines (Product 4).
4.	The approach to ECT training shall be informed by (and make reference to) current research and international best practice.
5.	In designing ECT Training Content, the Contractor must give due consideration to different delivery methods, including but not limited to face-to-face sessions, peer sessions, events and/or visits, online sessions, and communities of support. Of the 30 hours of training, there must be a minimum of 18 hours of face-to face ECT training provided. The Contractor must ensure that the ECT training sessions help ECTs to build effective support networks, including outside of their own school, and must ensure that the ECT Training Sessions allow ECTs to observe a range of good practice and teaching methods whilst minimising the impact on ECTs' time and workload.
6.	The Contractor must produce Training Programme Content that works for all ECTs, regardless of subject, phase, or context. This can either be a universal programme of content suitable for all ECTs, drawing from a range of subject, phases and contexts or separate sets of content which are subject, phase and/or context specific.

8.5 **Service 5b: ECT Training Programme Delivery**

8.6 Table 4 – sets out the essential criteria for the ECT Training Delivery to be met by Contractors when delivering the ECT Training Programme.

Product 5b: Essential criteria for Training Programme Delivery

1.	The Contractor must deliver the ECT Training Content to all ECTs in schools who have signed-up to the Contractor's Programme in National Roll-Out. The ECT Training Programmes must not exceed the time allocated in the relevant Sequence for ECT Training.
2.	The Contractor has primary responsibility for the delivery of the ECT Training Programme, including for the quality of provision delivered by any sub-contractors, as measured by Key Performance Indicators (KPIs) and/or Service Level Agreements (SLA).
3.	The Contractor must work with schools to ensure high participation in training programmes, providing evidence for how the programme will meet the needs of schools and ECTs, including recognising timetabling considerations.
4.	The Contractor shall develop mechanisms for accurately measuring and reporting participation and retention rates in the programme and have mechanisms and strategies for improving low participation and retention rates.
5.	The Contractor must ensure that the information and data that it holds in relation to each ECT Participant is in a format that can be shared easily. In addition, that its registration with the Information Commissioner's Office enables the Contractor to provide information to the DfE, should one of its ECT Participants move schools and therefore training programmes to another Contractor.

8.7 Product and Service 6: Mentor Training Programmes (including Mentor Training Content and Mentor Training Delivery)

8.8 In order to support Mentors to develop a deep understanding of the ECF; to improve and tailor their support to individual ECTs; and to develop a professional community of support to share best practice, the Contractor is required to develop and deliver training for the Mentors of ECTs.

8.9 Product 6a: Mentor Training Programme Content

8.10 Table 5 – sets out the essential criteria for the Mentor training content to be met by Contractors when designing the Mentor Training Programme Content:

Product 6a: Essential criteria for Mentor Training Programme Content	
1.	The Contractor must produce Mentor training content that is focused primarily on training Mentors in: (i) proficiency in the content of the ECF; and (ii) building core mentoring knowledge and skills needed for the relevant Core Induction Programme's Mentor Sessions. These will ensure that the Mentor can support the ECT to understand the ECF.
2.	The Contractor must develop a Mentor Training Programme that provides for a maximum of 36 hours of training for Mentors over two years. This equates to approximately 6 hours of training per term (based on a school that operates a three-term academic year); the Contractor is not bound by this model and may use their 36 hours as is most appropriate. The design of the Mentor Training Programme must take account of the existing burdens on Mentors and schools.
3.	The Mentor Training Programme Content must be informed by (and make reference to) current recognised research and international best practice.
4.	In designing the Mentor Training Programme Content, the Contractor must give due consideration to different delivery methods, including but not limited to face-to-face sessions, peer sessions, events and/or visits, online sessions, communities of support. There must be a minimum of nine hours of face-to-face training. The Contractor must ensure that the training programme helps Mentors to build effective support networks, including outside of their own school whilst minimising the impact on Mentors' time and workload.
5.	The Contractor must ensure that all Mentor training fully adheres to the current National Standards for school-based initial teacher training Mentors. The DfE reserves the right to require the Contractor to make reasonable adjustments to the Mentor training following any future publication of updated standards and/or frameworks.

6.	The Contractor must produce Mentor training content that works for all Mentors, regardless of subject, phase or context. This can either be a universal set of training content suitable for all Mentors, drawing from a range of subject, phases and contexts or separate sets of training content which are subject, phase and/or context specific.
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8.11 **Service 6b: Mentor Training Programme Delivery**

8.12 Table 6 – sets out the essential criteria for the Mentor training delivery to be met by Contractors when delivering the Mentor Training Programme.

Product 6b: Essential criteria for Mentor Training Programme Delivery	
1.	The Contractor must deliver the Mentor Training Programme Content to all the ECT Mentors in all the schools that they propose to deliver in, as per the recruitment requirements below.
2.	The Mentor Training Programme must not exceed the time allocated in the relevant Sequence. The 36 hours of content can be delivered across the two years at the Contractor's discretion.
3.	The Contractor has full responsibility for the quality of the delivery of the Mentor Training Programme, including for the quality of any sub-contractors.
4.	The Contractor must work with schools to ensure high participation in Mentor training Programmes, providing evidence for how the programme will meet the needs of schools, including recognising timetabling considerations.
5.	The Contractor shall develop mechanisms for accurately measuring and reporting participation and retention rates in the programme and have mechanisms for improving low participation and retention rates.
6.	The Contractor must ensure that the information and data that it holds in relation to each Mentor Participant is in a format that can be shared easily. In addition, that its registration with the Information Commissioner's Office enables the Contractor to provide information to the DfE, should one of its Mentor Participants move schools and therefore training programmes to another Contractor.

9. Commissioning of Delivery Partners

- 9.1 It is expected that the Contractors will deliver their ECF Full Induction Programme in partnership with Delivery Partners. These will be other high-quality organisations including the national network of Teaching School Hubs (TSH) which will be in place in early 2021. It is expected that high quality education training Contractors including TSH, will play a key role in the delivery of the ECF.
- 9.2 The DfE's strong preference is for Delivery Partners to work exclusively with one lead Contractor. However, in the event a Delivery Partner works with more than one Contractor, each of the Contractors engaging the same Delivery Partner is responsible for managing any emerging conflicts of interest. As part of each Service Proposal the Contractor shall ensure that it has considered, and where required, mitigated any potential conflicts of interest, commercial sensitivities and/or data protection risks. Each Contractor is responsible for identifying and managing any such instances within their supply chain and shall implement a proportionate policy or code of conduct, as required. The Contractor shall notify the DfE in its Service Proposal and subsequently where conflicts of interest are identified and shall keep records of compliance to be made available to the DfE on request.
- 9.3 The Contractor is responsible for all legal and audit obligations of their supply chain, including adhering to government policy regarding: SMEs, supply chain prompt payment, compliance and managing conflicts of interest.
- 9.4 The Contractor shall hold their Delivery Partners to account for fulfilment of this contract. To this end, the Contractor must have a clear and documented strategy setting out their management and other arrangements for delivery partners, including:

- 9.4.1 The role and scope of Delivery Partners and the arrangements to be put in place between the parties, including the performance management of the Delivery Partner;
- 9.4.2 Clear criteria that will be used to select Delivery Partners which must as a minimum meet the DfE's criteria set out in Table 7;
- 9.4.3 Arrangements for onboarding and training Delivery Partners to the required standard when appointed;
- 9.4.4 How the Contractor will manage Delivery Partners effectively to ensure high quality delivery including quality assurance processes, audit and governance arrangements, and remediation and contingency plans in the event of poor performance or failure;
- 9.4.5 How Delivery Partners will execute communications and marketing on the Contractors' behalf in line with government policy and the communication and marketing plan signed off by DfE; and
- 9.4.6 How the lead Contractor will use Delivery Partners' branding and vice versa when carrying out communication and marketing where appropriate.
- 9.5 Table 7 – The Contractor shall as a minimum meet the requirements set out in Table 7 in relation to the selection of the different types of Delivery Partners as part of its supply chain.

Commercial organisations, Charities, HEIs and consultants	Schools
<ul style="list-style-type: none"> • Parts 1 & 2 of the Standard Selection Questionnaire. • No unmanageable conflicts of interest or reputational risk to the ECF. • No unresolved performance issues, as identified by the QA function. 	<ul style="list-style-type: none"> • Must be graded Good or Outstanding for overall effectiveness by Ofsted. • No unmanageable conflicts of interest or reputational risk to the ECF and/or the DfE. • No unresolved performance issues, as identified by the QA function and/or by the DfE.

- 9.6 The DfE reserves the right to undertake due diligence on any of the Contractors Delivery Partners to ensure compliance with the minimum criteria in Table 7.

10. Targeting

- 10.1 The Contractor is required to recruit and deliver training to ECTs and their Mentors in line with the cohort specific targeting requirement set out by the DfE. The Contractor will need to ensure their recruitment targeting incorporates the framework KPIs and any additional geographical or school level targets as outlined for each cohort.
- 10.2 The Contractor shall ensure they obtain written agreement which should be in the form of a Memorandum of Understanding (MoU) or contract with schools to confirm that they have agreed to sign up to their training offer. Prior to issuing the MoU/Contract to schools, the Contractor shall provide the DfE with a copy of their proposed wording for review and clearance. The requirement is to train a Mentor for each ECT participating in the programme. However, it is recognised that there will not be a one:one ratio in every case. In the case that an ECT has more than one Mentor, only the main Mentor is automatically entitled to participate in the Mentor Training.
- 10.3 The Contractor shall send notification via the DfE digital platform within 5 working days of entering into an agreement with a school to deliver the Full Induction Programme.
- 10.4 The Contractor is not permitted to charge schools for any of the National Roll-Out services or offer any financial (or equivalent) incentives linked to recruitment.
- 10.5 The Contractor shall work with the DfE and other framework Contractors where possible, to ensure that their targeting reflects national demand and is not heavily focussed on areas targeted by multiple framework providers.

- 10.6 The Contractor, where necessary to meet national demand, shall collaborate with other ECF Providers and Teaching Schools Hubs.

11. ECTs and Mentors: Part-time, Reduced Inductions, Portability

- 11.1 The Contractor shall ensure their training/content is suitable for take up by Part-time ECTs, ECTs who have an extended induction, including to account for breaks in induction such as maternity leave, and those who move schools during induction. In the latter situation where the ECT moves schools mid induction, Contractors shall ensure that the ECT is able to continue with their original Contractor unless there is an exceptional circumstance such as the ECT moves to a different geographical area that is not covered by the original Contractor. In such a situation, the DfE will not make any further output payments to the initial Contractor as they will no longer be delivering to the ECT.
- 11.2 The Contractor must ensure their training/content works for ECTs undertaking a reduced term of induction of at least 1 academic year. Reductions will be decided by Awarding Bodies, and guidance on content to be covered on reduced inductions will be provided by the DfE.
- 11.3 For each cohort, unless instructed otherwise by the DfE, the Contractor must have a policy, on ECTs undergoing an extended or reduced term of induction, Part-time ECTs and ECTs transferring schools during their training/induction period. The contractor must submit this policy to the DfE on 9th April 2021 for the 2021 cohort. Contractors shall update this policy and resubmit as part of its Service Proposal for each new cohort ensuring it incorporates all further guidance provided by the DfE.
- 11.4 The Contractor must also ensure that their training/content works for part time mentors, and those who may take a break from working, such as for maternity leave, and those who move schools during the training. In the latter situation, the mentor will continue with their original Contractor unless there is an exceptional circumstance, as outlined above.

12. Communications and Marketing

- 12.1 All spend on communication and marketing activity within the scope of the Government Communications Service (GCS) Professional Assurance (PASS) controls is restricted. The PASS is the Cabinet Office process through which, the DfE gains approval for all communications spend. The Contractor shall base their delivery models on the assumption that only communications and marketing activity that is outside the scope of the PASS, in other words no-cost activity, is permitted. Activities considered in scope of PASS may only be undertaken with prior approval from the Cabinet Office and the DfE. Activity considered in scope of PASS is:
- 12.1.1 Advertising including TV; radio; digital advertising; outdoor; print; advertorials; recruitment; costs of media; fees and commission for media buying; media planning; creative development and production;
- 12.1.2 Marketing activities including: design and branding; direct and relationship marketing; customer relationship management programmes; telemarketing; campaign help lines; partnership marketing; sponsorship marketing; field or experiential marketing; merchandising; advertiser funded programming; audio-visual activity; storage and distribution of marketing materials;
- 12.1.3 Consultation activities including associated publicity, events, resources and materials, research, analysis and evaluation;
- 12.1.4 Communication strategy, planning, concept and proposition testing and development;
- 12.1.5 Market research that informs marketing and advertising activity and evaluation of marketing and advertising activity;
- 12.1.6 Printing and publications;
- 12.1.7 Events, conferences and exhibitions, including stakeholder, public and internal communication events, but excluding training events;

- 12.1.8 Public relations (PR) activity; and
- 12.1.9 Digital activity including website and application development; search engine marketing, including pay-per-click; digital display advertising; content partnerships; email marketing; mobile and SMS marketing; interactive online content.
- 12.2 The DfE will engage with the GCS prior to each cohort and where approval is received for any restricted communications and marketing activity, only then will the Contractor will be able to apply to undertake in scope activity as outlined in paragraph 12.1. PASS approvals will be limited to a single cohort and the Contractor must seek prior approval for any proposed activity from the DfE via the cohort Call-off process.
- 12.3 Therefore, the Contractor shall base their delivery models on the assumption that only communications and marketing activity that is outside the scope of the PASS, in other words no-cost activity, is permitted. Examples of such activities are:
 - 12.3.1 Non-paid social media posts;
 - 12.3.2 Email campaigns;
 - 12.3.3 Webinars/ online engagement events;
 - 12.3.4 networking, engagement, and other business development activity related to the recruitment of schools and delivery partners.
- 12.4 The Contractor shall utilise permitted Communications & Marketing activity to raise awareness of, and increase demand for, the professional development for ECTs based on the ECF, as well as to increase opportunities to achieve targets for generating demand and registrations. This should be done through engaging school leaders and ECTs and providing a platform to facilitate registrations. The Contractor must be flexible and proactive in adapting their delivery to align with wider DfE Communications and Marketing activity and Cabinet Office guidance. This will be in line with any changing landscapes to ECF, the DfE and government priorities.
- 12.5 The Contractor will be required to develop a targeted Communications & Marketing plan for each Call-off, evidencing alignment with the requirement set out in the Communications and Marketing section of the Service Specification, which will require sign-off by the DfE. The DfE may request adaptations in reaction to changing landscapes should they occur. The Communications & Marketing plan must, as a minimum, include:-
 - 12.5.1 A list of all proposed activities, inclusive of events (virtual or physical) and marketing activities;
 - 12.5.2 A clear outline of the cost (if applicable) associated to each proposed marketing activity (agreement with the DfE will be required prior to commencement of any marketing activity); and
 - 12.5.3 A clear timeline of when each activity will be conducted and if applicable, any milestones the activity aligns to i.e. teacher resignation dates.
- 12.6 In the event that DfE does not approve the activity referenced in 12.5.1 the Contractor shall be required to continue to deliver the Service using other approaches that do not require PASS clearance.
- 12.7 The Contractor shall adhere to government guidelines when designing marketing materials. Guidelines will be provided upon award of contract and will be updated regularly where needed.
- 12.8 Where the Contractor plans to use language in communications that has not previously been signed off by the DfE, the Contractor must submit the marketing materials 5 working days ahead of publication for the DfE to review. The DfE will provide comments and or clearance within 3 days. In the event the DfE expects the Contractor to make changes, these must be carried out with the marketing materials resubmitted to the DfE for clearance before publication.
- 12.9 The Contractor shall submit all media plans and materials (e.g. press releases, media interviews or media statements) for clearance by the DfE's press office. These materials / plans should be sent at least 48 hours in advance (not including weekends) of their proposed use. The Contractor shall consider all required amendments from the DfE press office.

- 12.10 The Contractor shall design and host a digital landing page that provides schools and ECTs with thorough information on the ECF, and a clear step-guide on how to register an interest and sign-up via the DfE service (see Digital Delivery Standards for further requirements). The Contractor landing page shall align with the DfE's ECF landing page. DfE will make data captured from schools and ECTs available to assist in the registration process for Contractors' own platforms, through which the ECF induction will be carried out. The Contractor is required to submit the proposed page to the DfE for sign-off 5 working days ahead of publishing to ensure consistent language is being used.
- 12.11 The Contractor must ensure Management Information relating to the Communications & Marketing service is captured and reports are made available to the DfE at agreed times.
- 12.12 When requested by the DfE, the Contractor shall provide further analysis and evaluation of its Communication & Marketing activities, including insights on which channels are the most effective to raise awareness and increase registrations for the ECF. The Contractor's analysis shall also include intel on schools' and ECTs' perceptions and behaviours towards ECF (via quantitative and qualitative data). The Contractor shall provide ideas and recommendations on how best to positively influence the sector.
- 12.13 To maximise on raising awareness of the ECF, the DfE will carry out its own DfE-led communications and marketing activities. The DfE will do this by utilising its own network of stakeholders, commissioning all no-cost communications and marketing activities available to its disposal and, at its own discretion and subject to approvals, this may include "paid" campaigns, including, but not limited to, Google AdWord and social media campaigns. The Contractor shall not seek to place any reliance on such DfE led awareness raising activity within their tender submission.

13. Digital Delivery Standards

- 13.1 At DfE we follow [government design principles](#) to ensure that we develop and deliver digital experiences to the highest quality.
- 13.2 The Contractor must share their work with DfE early and often to ensure these expectations are being met and to gain guidance where needed. <https://www.gov.uk/guidance/government-design-principles#do-less>
- 13.3 The DfE will develop, host and manage a digital platform to register the schools and teachers who will be accessing the Full Induction Programme offered by the Contractor and other framework providers. The DfE digital platform will also host advice and guidance about the Early Career Framework programmes on offer to schools.
- 13.4 The DfE will provide the Contractor with timely access to the participant data in order to set up user accounts and manage progress and attendance on the Contractor's platforms.
- 13.5 Participant data, such as TRN, name and date of birth for ECTs, will be validated by DfE before being shared with the Contractor.
- 13.6 The Contractor shall develop, host and manage a digital platform with the capability of hosting the Contractor's Full Induction Programme, and the Core Induction Programme that they have selected, including the following elements:
 - 13.6.1 Product 1 – Sequence
 - 13.6.2 Product 2 – Self-directed Study Materials (including user interaction with content such as watching videos, saving progress and quiz scores)
 - 13.6.3 Product 3 – Mentor Session Materials
 - 13.6.4 Product 4 – ECT Training Session Outlines
- 13.7 Schools will be able to view a sample of each Core Induction Programme on the DfE digital platform before committing to doing the Full Induction Programme with a Contractor.

- 13.8 To deliver the Full Induction Programme, the Contractor shall also provide and host the additional products:
- 13.8.1 Product 5 – ECT training (based on Product 4 outlines)
 - 13.8.2 Product 6 – Mentor Training
- 13.9 The Contractor must be able to provide DfE with training attendance data to evidence ongoing engagement with the Full Induction Programme.
- 13.10 The Contractor will have access to the DfE digital platform to notify the DfE of the schools they have signed agreements with to deliver the Full Induction Programme.

Integration with DfE's digital service

Creating an accessible, joined up service

- 13.11 The Contractor must work with the DfE to test the end-to-end journey where there are integration points, including for example, the transition of user data from the DfE's digital platform to the Contractors.
- 13.12 Usability testing on the Contractor's platform must be carried out with representative users of the service including those who are low on the digital inclusion scale, have impairments or are from Remote and Disadvantaged Areas. Insight from the Contractor's user testing, as well as feedback from users of the live service, must be shared with DfE and used to develop, resolve issues and continually improve the services.
- 13.13 Prior to the commencement of the programme, and then reviewed at periodic points throughout service delivery, the Contractor shall be required to audit their compliance with WCAG 2.1 level AA accessibility requirements and identify opportunities to improve accessibility as part of testing, feedback, and continuous improvement. In line with the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018, the Contractor must make their platform accessible and publish an Accessibility Statement. See [here](#) for more details.
- 13.14 The Contractor's platform must be resilient and responsive across devices and operating systems that users use. As a minimum the Contractor must test their digital service works in browsers specified in the GOV.UK Service Manual

Branding considerations and consistent language

- 13.15 Working closely with DfE the Contractor is required to ensure branding and language are used consistently throughout the full service, e.g. on communications, making it clear to users who they are communicating with and keeping them orientated within the journey, regardless of the channel being used.
- 13.16 Where attachments, downloadable PDFs or print-friendly versions are provided on Contractor's platform then in addition to the HTML content, the Contractor shall ensure they are accessible by having a logical structure based on tags and headings, meaningful document properties, readable body text, good colour contrast and text alternatives for images. More information on [accessible PDFs](#) is available on GOV.UK and at [Microsoft](#).

Communications and notifications

- 13.17 Notifications to users must be triggered at the right place in the journey to satisfy the needs of end users for example, account creation notifications for the Contractor's platform.

GDPR compliance

- 13.18 Where personal data is held by the Contractor, it must comply with GDPR requirements, notifying users of what data is being held, who has access to it and how to change permissions on its use. Further details regarding GDPR can be found in the Framework Agreement and Call-off Contract (note to add specific references).

User feedback and analysis

- 13.19 The Contractor shall provide opportunities for users to give feedback on their service via digital and other channels e.g. via service support, complaints processes, phone, feedback forms.

- 13.20 The Contractor shall detail their process for reviewing user feedback, ensuring issues are communicated to DfE as appropriate and resolved in a timely manner. The Contractor shall set out their approach to achieve continuous service improvement in consultation with DfE.

Platform requirements and future proofing

- 13.21 Suitable assurance certification shall to be provided in the form of ISO2700 or equivalent. As a minimum the Contractor shall provide evidence that it holds and thereafter maintains Cyber Essentials certification.
- 13.22 The Contractor must ensure that all digital elements delivered as part of their Service and any Ordered Services, including by any Delivery Partners:
- 13.22.1 undergo and pass a [penetration test](#) before the launch date and periodically thereafter for the lifetime of the platform.
 - 13.22.2 have operational security processes in place.
 - 13.22.3 have a documented process for managing source code.
 - 13.22.4 have a documented process for changing, upgrading or deploying new versions of the software.
 - 13.22.5 provide evidence that these activities have been conducted, highlighting the risks found and mitigations applied.
- 13.23 Perform assurance processes iteratively and continuously throughout both the “implementation” and “live” periods of the platform’s lifecycle. Assurance is conducted throughout the delivery phase. The Digital Service Standard encourages an Agile style of delivery where demos (rather than slide decks) of working software and prototypes are given frequently. This is a key part of our governance process and substantially reduces the burden of more formal engagements.

14. Independent Evaluation

- 14.1 Working with the EEF, the DfE will ensure that national roll out of the ECF is evaluated in order that lessons are learned for future delivery. The nature of this evaluation will be determined in due course. However, there are a number of associated requirements for Contractors that need to be factored in to planning.
- 14.2 The aim of the evaluation will be to ensure that delivery is meeting the needs of ECTs, Mentors and schools. The scope of the evaluation and detail of the method are still being developed. Broadly, this is likely to be both a process evaluation focussing on the successes and challenges during implementation; as well as an impact evaluation assessing the impact of the Full Induction Programme on both teacher retention and teaching quality.
- 14.3 Whilst the DfE will endeavour to ensure that any evaluation activity is proportionate and low burden to all, it is a requirement of the contract that Contractors participate and ensure that schools, mentors ECTs are aware of the importance of engaging in the evaluation and encouraged to respond. It is a condition of contracting that Contractors will be required to commit to supporting continuous improvement by sharing knowledge and experiences of the successes and challenges faced, with the independent evaluator, QA function and the DfE.

15. Governance

- 15.1 The Contractor shall put in place and maintain effective management arrangements throughout the Framework Agreement Period. The Contractor’s management arrangements shall include (without limitation) arrangements to ensure that:
- 15.1.1 The Services are delivered in accordance with this Framework Agreement;
 - 15.1.2 The needs of Participants are fulfilled;
 - 15.1.3 The Services are delivered to a high quality throughout the Framework Agreement Period; and

- 15.1.4 Effective quality assurance and improvement processes are in place.
- 15.2 The Contractor shall ensure that the Services are flexible and responsive to suggestions and requests put forward by the DfE.
- 15.3 The Contractor shall have a clear plan for continuous review of the programme effectiveness (including how this will involve Participants in making positive changes to the programme year upon year).
- 15.4 The Contractor shall share information and work with the DfE to make changes and/or improvements to the services. The Contractor is required to continually assess, monitor, and reflect geographical areas of particular need within their strategy for increasing engagement and recruitment to the programme.
- 15.5 The Contractor shall attend and proactively participate in any joint collaborative meetings that the DfE convenes. These meetings will cover, but not be limited to: emerging challenges, joint solutions, recruitment, sharing best practice and lessons learnt, exploring opportunities for efficiency/resource improvements, and identifying future opportunities to work more collaboratively with the DfE and/or other framework Contractors.

16. Risk Management and Exit Arrangements

- 16.1 The Contractor shall develop and maintain a robust risk management process covering all elements of the Service, this shall include but not be limited to the accurate identification of key risks to their programme, an understanding of risk triggers and an effective use of mitigation and contingency planning.
- 16.2 For consortiums, the lead Contractor shall be responsible for ensuring there are plans in place to ensure business continuity and continuation of contract delivery, including in the event that a member leaves the consortium for any reason, how this gap in service provision will be met and how it will be ensured that the contract continues to be delivered to agreed standards.
- 16.3 The Contractor shall set out its proposal for the effective management of contract exit including in the event of a transfer to a new Contractor in the case of a change of Contractor or to the DfE. As a minimum the Exit plan shall include but not be limited to: staffing; the safe transfer of any data owned by the DfE; timescales for any transfer; licensing requirements for software; and documentation covering any bespoke software that has been developed.
- 16.4 The Contractor shall agree a revised exit agreement and plan with the DfE within 6 months of each Call-off Contract start date.

17. Management Information

- 17.1 The DfE will have Service Levels regarding the collection and management of data. Further details are included in Schedule 7 of the Framework Agreement and Part 2 of Schedule 2 of the Call-off Contract.
- 17.2 Throughout the term of each Call-off Contract, the Contractor will be required to collect a range of data to inform contract management discussions, reporting against milestones and KPIs as well as to support the independent evaluation. The requirements will include the collection of data about schools that are involved in the programme, including a named contact for communications from the Contractor, the DfE, Appropriate Body, Independent Evaluator or Quality Assurance function, as well as those schools contacted but not participating. The Contractor will also be required to manage data about the participants (both ECTs and Mentors) involved in the programme to allow for data matching and analysis as well as verification and evaluation purposes. The Contractor must ensure that it and its Delivery Partners secure the necessary informed consents and have in place data-sharing agreements in relation to the schools and participants recruited to the programme such that the Contractor can collate and share the data with the DfE.

- 17.3 The Contractor shall evidence its capability and capacity to handle data at scale and the ability to collect and share the details of a minimum 1,000 ECTs and their assigned Mentors in year 1 and a minimum of 2,000 in subsequent years.
- 17.4 DfE will work with the Contractor during the Annual Cohort Competition mobilisation stage to agree how MI will be collected and submitted. Given the range of systems organisations may use, DfE expect to provide a digital interface for data collection through manual entry. However, DfE will also explore the option to make use of an API/messaging interface with the Contractor where appropriate.
- 17.5 The DfE have identified the following core data to be collected per cohort, although DfE reserves the right to revise this at the Call-Off stage:
- 17.5.1 schools who have signed agreements with the Contractor;
 - 17.5.2 number of participants by type (ECT, mentor) and working pattern (full/part time, reduced course) per school;
 - 17.5.3 status of each participant i.e. started, retained, deferred, completed, withdrawn;
 - 17.5.4 expected number of self-study modules completed by date, and number completed per participant;
 - 17.5.5 training events attended (in person, online);
 - 17.5.6 post-session training events watched (recording); and
 - 17.5.7 dates of mentor sessions attended.
- 17.6 Data will be submitted by the Contractor prior to output payments, according to the conditions set out in the Call-Off Contract. Where it is possible, a change in data should be passed to DfE as soon as it is known.
- 17.7 As a contingency in the instance that a digital interface or API is not available for data collection, DfE will provide a spreadsheet template to be completed and returned securely using Galaxkey to ECF.DELIVERY@education.gov.uk. Instructions on how to register and use Galaxkey will be provided. The Contractor shall submit the updated spreadsheet monthly to DfE, adding any new schools or teachers or amending records where the status of the school or Participant has changed.
- 17.8 When spreadsheets are used, the DfE will then complete a validation check of the information submitted and where appropriate provide an updated version of the template for continued use. The DfE will use the data submitted to validate the Contractor's claims for payment and therefore it is of vital importance that the information submitted is both reliable and timely.
- 17.9 The Contractor shall work with the DfE to rectify any discrepancies identified immediately.
- 17.10 As part of the recruitment, the Contractor is responsible for collecting the details of all schools contacted and any Participant recruited onto the programme. As a minimum the DfE require the Contractor to collect the following data:
- 17.10.1 **School** - URN, contact details of the Induction Co-ordinator (including name, telephone number and email address), date school signed up, date school withdrew/reason for withdrawal when appropriate and reason for school not signing up with the Contractor.
 - 17.10.2 **Participant** – TRN, role, name, date of birth, working pattern, email address, date Participant signed up, confirmation of Participants continued involvement and reason for withdrawal and/or deferral where applicable.
- 17.11 For the avoidance of doubt, the Contractor is responsible for the collection of data including data collected by any Delivery Partners and ensuring this is collected in a timely, secure, consistent and compliant manner. The Contractor shall set out the methodology by which it will assure data collection and quality assurance across its supply chain. The DfE will validate any data submitted related to payments and Contractors will be required to submit all data in the format determined by the DfE.

17.12 Paragraph 17 sets out the default position for the collection and submission of Management Information. However, as per paragraph 27, where opportunities to improve the process are identified, the DfE reserves the right to amend this paragraph 17. Any changes to the process will be subject to the Framework Agreement and/or Call-off Contract change control procedure.

Schedule 1: Part 1, Annex A – Cohort Specific Requirements (from the Cohort Brief)

1. Cohort Requirement

Service Specification Variations/Clarifications

- 1.1 The exception to the face-to-face training delivery requirements, which was agreed for the academic year 2021-22 in response to the impact of Covid on schools, will not be continued beyond this point. Providers will be required to revert to the original requirements on face-to-face training. However, the Department reserves the right to apply the following exceptions:
- In exceptional circumstances where Lead Providers and Delivery Partners identify that face-to-face delivery requirements are likely to risk engagement in the training programmes. For example, where the geographical location of the school means the travel required for face-to-face delivery is not viable for a school and they have expressed a preference to attend virtual delivery only or where a provider is offering a particular specialism that justifies virtual delivery by a chosen lead provider. Lead Providers are required to seek approval from the DfE in these circumstances; and
 - For participants undertaking a non-standard induction where Lead Providers will have the option to offer online-only delivery, providing those participants have the option to attend at least two 'live' events.

Management Information / Data Assurance

- 1.2 Please refer to the Contract Management and Assurance guidance on ECF Contracts.

Quality Assurance

- 1.3 Ofsted will commence their role as the Departments Quality Assurance agent during 2022 and Providers will be subject to the ECF Inspection Framework ([link here](#)) for the 2022 cohort. The updated Quality Assurance clauses agreed via a Change Control Notice dated 01 April 2022 are included at Section 3 of Schedule 2: Part 2 (Performance) of the Call-off Contract.

Digital Requirement

- 1.4 Providers will need to assure the Department that their digital platforms have undergone new iterations following the feedback from year 1 of NRO. There will be two digital checkpoints to review progress in implementing necessary changes. The first will take place at the end of July 2022 to ensure that standards are met regarding Accessibility, Security and Data hosting of systems. The second will be to review the responses to recommendations regarding user experience and interfaces at the end of October 2022.

SCHEDULE 1: PART 2 – THE CONTRACTOR’S SOLUTION

The Cohort Brief and Contractors solution is attached as Appendix 1 to this Call-off Contract.

SCHEDULE 2: PART 1 – PRICING

DEFINITIONS

In this Schedule, the following terms shall have the meanings set out below:

“Operating Surplus”	means any sum identified as the Operating Surplus in the Pricing Schedule;
“Output”	means the successful completion of specific deliverables per Participant as set out in Table 2 at paragraph 1.4.4.
“Output Payment”	means the price the Department will pay the Contractor per Output achieved in accordance with Paragraph 1.5.2.
“Paragraph”	means a paragraph of this Schedule 2: Part 1 unless expressly indicated to the contrary.
“Participant”	means an early careers teacher (ECT) or their Mentor.
“Per Participant Price”	means the price set per Participant in the Pricing Template.
“Pricing Schedule”	means the pricing breakdown submitted by the Contractor with its framework Tender (included at Annex 1 of Schedule 7 of the Framework Agreement) and revised in response to the requirements for the Call-off Contract.
“Profit Margin”	means any sum identified as the Profit Margin in the Pricing Schedule.
“Service Fee”	means a monthly fee paid with effect from the Service Commencement Date calculated in accordance with Paragraph 1.3.3.
“Total Contract Value”	means the total value of the Services to be delivered under this Call-Off Contract. The Total Contract Value is stated in the table at Annex 2 and detailed in the Contractors Pricing Schedule included at Annex 2.

1. The Department shall pay the Contractor the Charges as set out in Annex 2 for delivery of the Services, based on costs as agreed in line with the submitted Pricing Schedule, subject to satisfying the Department’s payment conditions for the delivery of Services.
2. The Department shall pay the Contractor the Charges in arrears for costs relating to the Services in line with the costs submitted in the Pricing Schedule and satisfactorily meeting the KPIs, Service Levels and Performance Management, as set out in Part 2 of this Schedule 2 (Performance).
3. The Charges are inclusive of all expenses incurred by the Contractor in relation to its provision of the Services and unless agreed otherwise in writing between the Contractor and the Department, the Contractor shall not be entitled to claim any expenses in addition to the Charges.
4. Indexation shall not apply to the Charges.
5. Invoices shall be submitted on the 25th of each month of the relevant invoice period. For variable output payments, the Contractor must provide supporting evidence that the output has been completed in the form of a valid Declaration for each participant. The Declarations provided will be validated and verified by the Department and subject to audit.
6. At any time during the Contract Period (including, for the avoidance of doubt, at any time before and/or after payment by the Department to the Contractor) the Department shall be entitled to validate any claim for payment made by the Contractor. At all times the Contractor shall provide all necessary assistance as requested by the Department (including without limitation, procuring the consent of Service Users) to enable the Department to validate any claim for payment made by the Contractor.

Charges on Service Users

7. Neither the Contractor nor its agents or Sub-Contractors shall levy any charge on Service Users in respect of the Services

Charges to Schools (School Contribution)

8. Neither the Contractor nor its agents or Sub-Contractors shall levy any charge on schools in respect of the Services.

Recovery of Sums Due

9. Whenever under the Contract any sum of money is recoverable from the Contractor, or payable by the Contractor (including any sum which the Contractor is liable to pay to the Department in respect of any breach of the Contract), the Department may unilaterally deduct the sum from any sum due, or which at any later time may become due under any other agreement or contract with the Department.
10. Any overpayment by either Party, whether of the Charges or of VAT or otherwise shall be the sum of money recoverable by the Party who made the overpayment from the Party in receipt of the overpayment.
11. The Contractor shall make any payments due to the Department without any deductions whether by way of offset, counterclaim, discount, abatement or otherwise unless the Contractor has a valid court order requiring an amount equal to such deduction to be paid by Department to the Contractor.
12. All payments due shall be made within a reasonable time unless otherwise specified in the Contract, in cleared funds, to such bank or building society as the recipient Party may from time to time direct.

Disputed Claims

13. Notwithstanding paragraph 5 of this Schedule 2, payment by the Department of all or any part of any Charges rendered on an invoice or other claim for payment by the Contractor shall not signify approval. The Department reserves the right to verify Charges after the date of payment and subsequently to recover any sums, which have been overpaid.
14. If any part of a claim rendered by the Contractor is disputed or subject to question by the Department either before or after payment then, upon request, the Contractor shall provide such further documentary and oral evidence as the Department may reasonably require to verify its liability to pay the amount which is disputed or subject to question and the Contractor shall promptly provide such evidence in a form satisfactory to the Department.
15. If any part of a claim rendered by the Contractor is disputed or subject to question by the Department, the Department shall not withhold payment of the remainder.
16. If any Charge rendered by the Contractor is paid but any part of it is disputed or subject to question by the Department and such part is subsequently agreed or determined not to have been properly payable then the Contractor shall forthwith repay such part to the Department.
17. The Department shall be entitled to deduct from sums due to the Contractor by way of offset any amounts owed to it or which are in dispute or subject to question either in respect of the fee for which payment is being made or any previous fee.

Continuous Improvement

18. The Contractor shall adopt a policy of continuous improvement in relation to the Services pursuant to which it will regularly review with the Department the Services and the manner in which it is providing the Services with a view to reducing the Department's costs, and/or improving the quality and efficiency of the Services. The Contractor and the Department will provide to each other any information, which may be relevant to assisting the objectives of continuous improvement and in particular reducing costs.
19. Without limiting Paragraph 21 of this Schedule 2: Part 1, upon a request from the Department, the Contractor shall produce a plan for improving the provision of Services and/or reducing the Charges (without adversely affecting the performance of the Contract) during that year of the Contract (an **"Continuous Improvement Plan"**) for the approval of the Department. The Continuous Improvement Plan shall include, as a minimum, proposals in respect of the following:
 - 19.1 identifying the emergence of new and evolving technologies, which could improve the Services;

- 19.2 identifying changes in behaviour by the Department that could/would result in a cost saving and a reduction in the Charges;
 - 19.3 identifying and implementing efficiencies in the Contractor's internal processes and administration that may lead to cost savings and reductions in the Charges;
 - 19.4 identifying and implementing efficiencies in the way the Department interacts with the Contractor that may lead to cost savings and reductions in the Charges;
 - 19.5 identifying and implementing efficiencies in the Contractor's supply chain that may lead to cost savings and reductions in the Charges;
 - 19.6 identifying and implementing efficiencies generated from other Government contracts or funding arrangements that may lead to cost savings and reductions in the Charges;
 - 19.7 identifying opportunities for savings or efficiencies as a result of the Contractors financial benefit from commercial use of the service Improvement Plan.
 - 19.8 baselining the quality of the Contractor's Services and its cost structure and demonstrating the efficacy of its Continuous Improvement Plan on each element during the Term; and
 - 19.9 measuring and reducing the sustainability impacts of the Contractor's operations and supply-chains pertaining to the Services and identifying opportunities to assist the Department in meeting its sustainability objectives.
- 20. Where requested, a Continuous Improvement Plan shall be submitted by the Contractor to the Department for approval within ninety (90) Working Days of the Effective Date.
 - 21. The Department shall notify the Contractor of its approval or rejection of the proposed Continuous Improvement Plan or any updates to it within twenty (20) Working Days of receipt. Within ten (10) Working Days of receipt of the Department's notice of rejection and of the deficiencies of the proposed Improvement Plan, the Contractor shall submit to the Department a revised Continuous Improvement Plan reflecting the changes required. Once approved by the Department.
 - 22. Once any Improvement Plan has been approved by the Department, it shall be agreed as a Contract Change Notice in accordance with Schedule 5 (Contract Change Procedure) and:
 - 22.1 the Contractor shall use all reasonable endeavours to provide the Services in accordance with the Continuous Improvement Plan; and
 - 22.2 the Parties agree to meet as soon as reasonably possible following the start of each quarter (or as otherwise agreed between the Department and the Contractor) to review progress against the Continuous Improvement Plan.
 - 23. Should the Contractor's costs in providing the Services to the Department be reduced as a result of any changes implemented as a result of a Continuous Improvement plan, all of the cost savings shall be passed on to the Department by way of a reduction in the Charges for the Services agreed in accordance with Schedule 5 (Contract Change Procedure).

Adjustment of the Charges

- 24. The Charges may only be varied by means of a Contract Change Notice, and in accordance with the provisions of this Contract.
- 25. Should the Contractor fail to recruit at least 75% of the recruitment target (based on eligible Start Declarations) as set out at Annex 2 to Schedule 2: Part 1, by 31st October 2022, 31 December 2022 and/or 31 March 2023 then both parties agree that the Charges shall not be considered to represent an accurate reflection of the costs incurred by the Contractor and using open book costing methodology the Department shall be entitled to validate the costs incurred by the Contractor and adjust the Charges as set out in paragraph 1.3.6 in Annex 1 of this Schedule.

Financial Reporting and Audit

- 26. The Contractor shall keep or cause to be kept full and proper books of account in relation to the provision of the Services, and the entries made therein, shall be kept up-to-date at all times and shall include all such matters and things which are usually entered in books of account in the United Kingdom kept by persons or companies engaged in concerns of a similar nature in accordance with

best accountancy practices.

27. Such books of account, invoices, charge out rates, time sheets, or other time recording documents kept by the Contractor in connection with the provision of the Services and all receipts, invoices, orders, contractual documentation and other documentation relating to the Services to which the Supplier is a party ("**Open Book Data**") shall be open to inspection by the Authority or any persons appointed to act on the Authority's behalf at any reasonable time having made prior appointment with the Contractor. The Authority shall be entitled to ask for a copy of the Open Book Data or any part thereof which (subject to the prior payment of the Contractor's reasonable copying and administrative charges) the Contractor shall provide within 10 Working Days of the Authority's written request.
28. If the Authority reasonably considers the Open Book Data does not accurately represent and detail sums relating to this Agreement and the Services then the Supplier shall provide the Authority with documentary evidence relating to such sums and contractual obligations.
29. During the Term, and for a period of 7 years following the end of the Term, the Contractor shall:
 - a. maintain and retain the Open Book Data; and
 - b. disclose and allow the Authority and/or the auditor (whether internal or external) of the Authority access to the Open Book Data.
30. The Contractor shall provide, during the Contract Period, two updates to the cohort Pricing Schedule that compares the forecast to the actuals at Month 12 and at the conclusion of the Cohort at Month 24. The Contractor will also supply a monthly profile of deployed FTE for the Cohort duration, which is updated for actuals every month and submitted to the Department.
31. The Contractor shall co-operate fully and in a timely manner with any reasonable request from time to time of the Department or any Audit Agents and at the expense of the Contractor to provide documents, or to procure the provision of documents, relating to this Contract, and to provide, or to procure the provision of, any oral or written explanation relating to the same.
32. The Contractor shall instruct its external auditor to provide reasonable co-operation with the Audit Agents for the purposes of verifying financial information.
33. The Department shall during each audit comply with those security, sites, systems and facilities operating procedures of the Contractor that the Department deems reasonable and use its reasonable endeavours to ensure that the conduct of each audit does not unreasonably disrupt the Contractor or delay the provision of the Services.

Annex 1 to Schedule 2: Part 1 – Payment Process

Drafting Note: Contractors should refer to the Payment Guidance for Academic Year 2022/23 for supplementary information in relation to payments for inductions that do not align to the standard process as set out in this annex.

1. General

1.1 The Charges payable to the Contractor by the Department shall consist of:

- 1.1.1 The Monthly Service Fee;
- 1.1.2 The Output Payments, consisting of;
 - Participant Start Payments
 - Participant Retention Payments
 - Participant Completion Payments
- 1.1.3 Uplift Payment.

All subject to and in accordance with the provisions of this Contract.

1.2 Volume Banded Per Participant Prices

1.2.1 The Contractor shall provide the Services in accordance with the Volume Banded per Participant Pricing List below in Table 1.

1.2.2 **Table 1 – Volume Banded Per Participant Pricing**

	Lower Limit	Upper Limit	Per Participant Price
Volume Band A	0	2,000	
Volume Band B	2,001	4,000	
Volume Band C	4,001+	N/A	

1.2.3 The Contractor shall deliver the Services in accordance with their service proposal at Schedule 1: Part 2, based upon a recruitment target of ECTs and their Mentors, and the relative Per Participant Pricing based on the payment bands in Table 1.

1.3 Service Fee

1.3.1 Subject to the terms of the Contract, the Service Fee will be paid to the Contractor on a monthly basis, with effect from the Service Commencement Date on the basis set out in Paragraphs 1.3.2, 1.3.3, and 1.3.7 until the expiry of the Call-off Contract.

1.3.2 The Service Fee is capped at 40% of the Total Contract Value. Any additional Participants enrolled on the programme will be paid as follows:

1.3.2.1 For additional participants up to 115% of the recruitment target, the Department will adjust the Service Fee at the end of the recruitment window (31 July 2023) to align to actual Start Declarations and backpay any Service Fee payments.

1.3.2.2 Additional participants in excess of 115% of actual Start Declarations, and no more than 150%, will only be eligible for payment with prior agreement from the Department and will be paid the full Volume Banded Per Participant Price in line with the Output Payment milestones.

1.3.3 The Service Fee will be a fixed amount per month, based on the total Service Fee sum in the Pricing Schedule, divided by the period stated in Paragraph 1.3.1.

1.3.4 The Contractor must submit invoices by the 25th of every month, with the first invoice to be submitted by the 25th June 2022.

1.3.5 If by 31st December 2022, the staffing headcount profile of the Contractor is less than 75% of what was specified in the Pricing Template at the point of tender, the Department

reserves the right to adjust the monthly Service Fee until the staff in post hits the target profile.

1.3.6 As per paragraph 25 of Part 1 of Schedule 2, if by 31st October 2022, 31 December 2022 or 31 March 2023, the Contractor fails to recruit 75% of the recruitment target as set out in Annex 2 to Schedule 2: Part 1, then the Department reserves the right to validate the actual costs incurred by the Contractor and may adjust the monthly Service Fee as follows:

1.3.6.1 If the Contractor has not submitted eligible Start Declarations equivalent to 75% of the recruitment target on 31st October 2022, or 31st December 2022, reduce the Service Fee payments to 75% of the current value; and

1.3.6.2 If the Contractor has not submitted eligible Start Declarations equivalent to 75% of the recruitment target on 31 March 2023, reduce the Service Fee to a value equivalent to the actual number of participants recruited.

1.3.7 Where a Service Fee reduction is triggered, as per paragraph 1.3.6, then the Contractor shall invoice at the reduced value from the month following the recruitment milestone.

1.4 Output Payments

1.4.1 Subject to the terms of the Contract, the Department shall pay the Contractor the applicable Output Payment for each Output that is achieved in accordance with the requirements of the Contract. The applicable Output Price shall be ascertained by reference to Table 3 below.

1.4.2 In order to trigger payment for Output 1 – Participant Start, each Participant must start on the programme by 31st December 2022. If a Participant that was signed up prior to 31st December does not intend on starting the programme, the Contractor may replace them with another Participant by 31st December 2021.

1.4.3 If a Participant withdraws prior to the start of the programme and an Output Payment is made for that Participant due to incorrect information being supplied by the Contractor or school, the Department will be eligible to claw back this payment as per paragraph 1.4.11.

1.4.4 In order to trigger payment for Outputs Retention Point 1 – Retention Point 4, the Participant must remain enrolled and engaged on the course until the Milestone Date specified in the table below. If a Participant drops off in between two retention points, an output payment will be paid for the period between retention points but no output payments will be made past that point as the Contractor is no longer delivering to that Participant. Contractors will need to have a policy on what happens if a Participant drops off the programme.

1.4.5 Table 2 – Retention Points

Retention Point	Milestone Date	Payment Made
Output 1 - Participant Start	31 st December 2022	³ 31 st January 2022
Output 2 – Retention Point 1	31 st March 2023	30 th April 2023
Output 3 – Retention Point 2	31 st July 2023	31 st August 2023
Output 4 – Retention Point 3	31 st December 2023	31 st January 2024
Output 5 – Retention Point 4	31 st March 2024	30 th April 2024
Output 6 – Participant Completion	31 st July 2024	31 st August 2024

1.4.6 In order to trigger payment for Output 6 – Participant Completion, each Participant must remain enrolled and engaged on the programme, as per paragraph 1.4.9, by 31st July 2024 and be on track to complete the programme.

³ An interim payment will be made by the 30th November 2022 for any valid declaration submitted by the 31st October 2022. Any valid start declaration submitted after this date and prior to the 31st December will be paid by the 31st January. The interim payment run will be made without an audit and any declarations submitted will be subject to audit at the 31st December 2022 audit milestone point.

- 1.4.7 If a Participant is not on track to complete the programme by 31st July 2024 due to going on maternity leave, sabbatical leave, working part-time or due to illness, but the Participant will continue the programme, the Contractor can invoice over a tailored timeframe which would need to be agreed with Department, subject to variation of the Contract to extend the Contract Period in accordance with Clause 2.2 of this Call-off Contract. Output Payments made cannot exceed the total amount of Output Payments eligible per Participant in the Pricing Schedule. Contractors must have a policy on Participants undertaking a reduced term of induction of at least 1 academic year and for the above scenarios.
- 1.4.8 The Department will pay the Contractor Output Payments based on accurate MI returns, including the details below:
- 1.4.8.1 The School's URN, contact details of the Induction Co-ordinator (including name, telephone number and email address), date school signed up, date school withdrew/reason for withdrawal when appropriate and reason for school not signing up with the Contractor.
- 1.4.8.2 The Participant's TRN, role, name, Date of Birth, working pattern, email address, date Participant signed up, confirmation of Participants continued involvement and reason for withdrawal/deferral where applicable.
- 1.4.9 The Contractor must submit to the Department evidence that each Participant remains engaged on the programme before Output Payments 2 to 6 are made. Examples of acceptable evidence of a participant remaining engaged with the programme include, but are not limited to, confirmation of a participant attending a training event or confirmation of a Participant completing a minimum of 50% of the self-directed study.
- 1.4.10 In the event that the Contractor is unable to evidence a Participants ongoing engagement as per clause 1.4.9, they may provide alternative evidence, such as confirmation from the School that the Participant remains engaged in the programme. Where the Department is not satisfied with the evidence submitted, it reserves the right to request further information in order to validate a claim made by the Contractor and withhold the Output Payment until satisfactory evidence of continued engagement is submitted. The Department may also conduct spot checks to verify the data is accurate by cross-referencing with other MI returns or contacting Schools to validate participation engagement data.
- 1.4.11 If an MI return or evidence submitted by the Contractor of continued engagement is not accurate, and when the Department validates and verifies the data provided it emerges that payments have been made for Participants who did not start or remain on the course, the Department will clawback payments made.

1.5 Charges for Volume Banded Output Payments

- 1.5.1 Payment will be made based upon the successful delivery of each individual output as set out in Table 3.

1.5.2 Table 3 - Output Payments

The following volume based Output Payments shall apply during the Contract:

Output Number	Output Payment by Outcome (£) 0 - 2,000 Participants	Output Payment by Outcome (£) 2,001 - 4000 Participants	Output Payment by Outcome (£) 4000+ Participants
Output 1 Participant Start (20%)	██████	██████	██████
Output 2 Retention Point 1 (15%)	██████	██████	██████
Output 3 Retention Point 2 (15%)	██████	██████	██████

Output 4 Retention Point 3 (15%)	██████	██████	██████
Output 5 Retention Point 4 (15%)	██████	██████	██████
Output 6 Participant Completion (20%)	██████	██████	██████

- 1.5.3 The relevant Volume Bands applicable to each Output Payment will be re-calculated at the milestone date and will be based on the number of active participants in the cohort at that point.

1.6 Uplift Payment

- 1.6.1 The Department will make an Uplift Payment to the Contractor for each Participant when they start on the programme at Output 1 – Participant Start, if they fulfil the criteria in Paragraph 1.6.2.
- 1.6.2 To be eligible for the Uplift Payment, the Participant must be in a school that is either in one of the 20% most sparse LADs nationally or has at least 40% of pupils eligible for pupil premium. The Department will issue a list of schools and Local Department Districts that are eligible for Uplift Payments prior to each Annual Cohort Competition.
- 1.6.3 If the Participant is at a school that is both in one of the 20% most sparse LADS nationally and has at least 40% of pupils eligible for pupil premium, the Department will pay the Contractor the same Uplift Payment as a Participant who meets one of the specified criteria.
- 1.6.4 If, in accordance with Paragraphs 1.6.1 and 1.6.2, the Uplift Payment is payable, it shall be calculated on the basis of it being £100 per Participant.
- 1.6.5 The Contractor must invoice for the Uplift Payment when submitting all invoices in relation to Output 1. The Department will validate that the Participant meets the criteria and retains the right to clawback funds in relation to the Uplift Payment if after payment it emerges that the Participant does not meet the criteria.

1.7 Replacement Mentors

- 1.7.1 If an ECT loses a mentor during the course of the programme and it is possible for the mentor to be replaced, then a new mentor can replace the originally allocated mentor. If this replacement mentor is new to the programme they will be regarded as the existing mentor for the purposes of payment, meaning only one fee is payable. If an existing mentor on the programme takes on the mentor role for the ECT that has lost their mentor, then no additional fee will be payable. In this case, the fee payable for the original mentor is that related to the relevant Milestone for the date they left the programme.

2. PRICING OF VARIATIONS

- 2.1 The provisions of this Paragraph 2 shall apply to the pricing of any Variation (or proposed Variation) and the calculation of any change to the Charges consequent upon a Variation (or proposed Variation).
- 2.2 The Parties acknowledge that a Variation or proposed Variation may have an impact on the Charges in one or more of the following ways –
- 2.2.1 One-off cost, in which case Paragraph 2.5 shall apply;
- 2.2.2 Subject to the Contractor's obligation to mitigate increases in the Charges, a Process Variation may result in an amendment to the Output Prices on which the Charges are based, in which case Paragraph 2.6 shall apply;
- 2.2.3 The cost of any up-front investment by the Contractor in order to achieve a Variation as set out in Paragraph 2.2.2, in which case Paragraph 2.7 shall apply.

- 2.3 In any of the cases referred to in Paragraphs 2.2.1 to 2.2.3 above, and without prejudice to Paragraph 2, the Contractor shall use the Pricing Schedule at Annex 2 of this schedule to demonstrate and justify any claim for additional or reduced Charges and/or proposed revisions to the Output Payment on which the Charges are based arising as a result of any proposed Variation.
- 2.4 Where a Variation is requested by either Party under the Change Control Procedure then, subject to the terms of the Change Control Procedure, the Contractor shall at its own cost prepare, populate and submit for the Department's approval a specific version of the Pricing Schedule demonstrating the impact of the proposed Variation which shall:
- 2.4.1 Be based on and reflect the principles of the Pricing Model having regard to any assumptions stated in the Pricing Model which affect the Charges;
 - 2.4.2 Include estimated volumes of each type of resource to be employed and the applicable average annual salary for resource employed specified in the Pricing Model;
 - 2.4.3 Include full disclosure of any assumptions underlying such a quotation. The Department reserves the right to request further clarity around these assumptions and the underlying calculations until it is satisfied as to their validity; and
 - 2.4.4 Include evidence of the cost of any assets required for the Variation.
- 2.5 Where Paragraph 2.2.1 applies:
- 2.5.1 The Contractor shall be paid in full upon completion, or by an agreed schedule of milestone payments (both payment options subject to meeting specified acceptance criteria agreed at the outset).
 - 2.5.2 The Department shall issue a separate purchase order and the Contractor shall raise a separate invoice or credit note in respect of the one-off cost.
- 2.6 Where Paragraph 2.2.2 applies:
- 2.6.1 Any necessary changes to the Output Prices for any or all of the volume bandings shall be effected by means of changes to the relevant Output Prices set out in Table 3.
 - 2.6.2 Any necessary changes to the Output Prices will be in accordance with the original requirements for the completion of the Pricing Schedule as set out in the Invitation to Tender, for example the maximum cap on Service Fee will still apply.
 - 2.6.3 The Output Prices shall not be adjusted more than once a quarter. The date any Output Price adjustment ("Price Adjustment Effective Date") takes effect shall be at the start of the quarter immediately following implementation of the Variation in question. For example, where a Process Variation is implemented during the month of September in a Contract Year; the relevant Output Prices shall be adjusted with effect from 1 October in that Contract Year. If there are several adjustments in one quarter, these will be aggregated to make one adjustment at the start of the next quarter.
 - 2.6.4 The Department shall provide the Contractor with a revised Table 3 of this Schedule by the date any such Variation takes effect (1 January, 1 April, 1 July, 1 October).
 - 2.6.5 A Process Variation shall be implemented timeously, and such implementation shall not await the Price Adjustment Effective Date.
 - 2.6.6 If a Process Variation is implemented and there is a demonstrable financial loss to a Party due to the relevant Output Payment(s) not being adjusted until the Price Adjustment Effective Date (first day of next quarter), then the Party impacted in this way can seek recovery of the amount due in the following manner:
 - (a) If it is the Contractor, by submitting a separate invoice and supporting documentation; or
 - (b) If it is the Department, by issuing a credit note request and supporting documentation.Any request to seek recovery of such an amount must be submitted within 3 Months of the Price Adjustment Effective Date.

- 2.7 Where Paragraph 2.2.3 applies, the Process Variation element shall be dealt with in accordance with Paragraph 2.6 above and any up-front investment required to implement such a Process Variation shall itself be dealt with through an adjustment to the relevant Output Price(s) under Paragraph 2.6 above or treated as a one-off cost in accordance with Paragraph 2.5 above.
- 2.8 Following implementation of a Variation, the Department shall make any necessary consequential changes and/or updates to Table 3 of this Schedule 2: Part 1.

Annex 2 to Schedule 2: Part 1 – Contract Pricing Information

1.1 The Contractor shall provide the Services in accordance with the Pricing Schedule as set out below:

1.2 Recruitment Targets:

	Recruitment Milestone			
	31 Oct 22	31 Dec 22	31 Mar 23	31 Jul 23
Recruitment Target				
Service Fee Baseline (75%)				
Maximum Target (115%)				

1.2.1 Performance against the recruitment targets in the above table will be based on eligible Start Declarations submitted via the DfE Digital Platform.

1.3 Contract Value:

Total Contract Value ^{(1) (2)}	Service Fee (total)	Service Fee (monthly)	Output Payments ⁽³⁾

1) This value does not account for any uplift payments which will be made in addition to the Total Contract Value as per paragraph 1.6 of Schedule 2: Part 1. The Total Contract Value may be increased by up to 5% to incorporate uplift payments.

2) The contract value can be increased by up to an additional 50% where approval has been granted by the Department.

3) The Output Payment value is the maximum amount payable and actual payments are subject to successful achievement of the performance milestones in paragraph 1.5 of Schedule 2: Part 1.

1.4 The detailed Pricing Schedule is attached as a separate Schedule to this Call-Off Contract.

Cost	Year 1	Year 2	Year 3	Total
Staff Costs				
Subcontractor Costs				
Accommodation Costs				
Technology Costs				
Other Operating Costs				
Consultancy Service Costs				
Corporate Overhead Costs				
Other Costs				
TOTAL DELIVERY COSTS				
Risk Premium				
Profit / Surplus				
SERVICE PROPOSAL COSTS				

1.5 The Department reserves the right to increase the value of this Call Off Contract up to an additional 50% to accommodate any agreed over recruitment. The Department will only make payment for any Participants in addition to the total in Paragraph 1.1 where a request has been submitted in writing

and agreed via a Change Control Notice. Any agreement for additional Participant is at the Departments absolute discretion and will be dependent on available budget, demand, and Contractor capacity. Payment for additional Participants will be made at the relevant Par Participant Price but paid fully in line with the Output Payment Milestones and % breakdowns. For the avoidance of doubt, Service Fee payments will remain as per Table 5.

- 1.6 The Department will apply a tolerance of 15% to the recruitment target at clause 1.2.2 of Annex 1 to Schedule 2: Part 1 – Payment Process. This will allow flexibility for an additional [REDACTED] ECTs and their assigned Mentors to be funded without the need to seek formal approval from the Department.

SCHEDULE 2: PART 2 – PERFORMANCE

In this section the words below have the following meaning:

“DfE Reporting Template”	means the Department’s spreadsheet that will be shared with Contractors post award which will need to be submitted by the 25 th of each month detailing the schools and Participants recruited onto the programme.
“Improvement Plan”	means a plan for improvement that the Department can request from the Contractor within ten (10) Working Days in the event of failure.
“KPI”	means the Key Performance Indicators as set out in table 2 of this schedule.
“Performance Management”	means how the Department will measure the Contractor’s performance and progress against the Service Specification (Schedule 1: Part 1), the Contractors Solution (Schedule 1: Part 2), the Implementation Plan (Schedule 7), and Pricing (Annex 1 of Schedule 2: Part 1).
“Performance Manager”	means the person the Contractor will appoint to ensure that the Contract is delivered as specified in the Contract and that Service Levels, Minimum Targets and KPIs are achieved.
“Quality Assurance”	means how the Department or its agents will measure the Contractor’s performance in developing and delivering the training programme.
“Reporting Period”	means the reporting period that occurs monthly during the lifetime of the contract.
“Service Credits”	means the service credits as set out in table 3 of this Schedule.
“Service Improvements”	means the recommendations made by the Quality Assurance function as specified in this schedule.
“Service Level”	means the Service Levels as set out in table 1 of this Schedule by which the Contractor’s performance will be measured.

1. SERVICE LEVELS AND KPIS.

- 1.1 This section sets out the Service Levels and Key Performance Indicators (KPIs) against which the Parties shall measure the Contractor’s performance.
- 1.2 The objective of the Service Levels and KPIs is to:
 - 1.2.1 ensure that the Services are of a consistently high quality and meet the requirements of the Department;
 - 1.2.2 provide a mechanism whereby the Department can attain meaningful recognition of inconvenience and/or loss resulting from the Contractor's failure to deliver the Services; and
 - 1.2.3 incentivise the Contractor to meet the performance standards and to remedy any failure to meet the required standards expeditiously.

Service Levels

- 1.3 The Contractor shall ensure compliance with the Service Levels listed in Table 1 (Service Levels).
- 1.4 The Contractor and the Department shall monitor the Contractor’s performance against each of the Service Levels listed in Table 1 (Service Levels).
- 1.5 The Contractor shall complete and return the monthly DfE Reporting Template outlining performance against the Service Levels to date and confirm whether they have been achieved.

1.6 If the Contractor fails to meet one (1) or more Service Levels in any Reporting Period, or fails to meet any one Service Level in consecutive reporting periods, the Department will require the Contractor to provide the Department with a plan for addressing and resolving the Service Level failures and issue a suspended Service Credit in line with paragraph 1.6.1.

1.6.1 If the failure is resolved and the Contractor meets the failed Service Levels by the end of the next reporting period then the Service Credit will be avoided. If one or more of the failed Service Levels are failed in the next reporting period then the Service Credit will be upheld.

1.7 If the Contractor fails the Service Levels as detailed in paragraph 1.6 for three (3) consecutive reporting periods, or on four (4) separate occasions, then it will be considered a 'Service Failure' and the Department reserves the right to take action in line with paragraphs 2.11 to 2.13 (Consequence of Service Failure).

1.8 **Table 1: Service Levels**

Subject	Ref	Service Level	Reporting Period
Reporting and Meetings	RM1	Submit to the Department a completed monthly contract management report by the twenty-fifth (25th) of the following month using the template provided by the Department.	Monthly
	RM2	Attend monthly contract management meetings.	Monthly
	RM3	Attend any ad hoc development and operational meetings as required by the Department.	Ad-hoc. A minimum 10 working days notice will be provided to the supplier requesting their attendance to a meeting.
	RM4	Attend annual review meetings. At least 7 days prior to the meeting a summary report should be submitted to the Department for review that outlines progress against all key milestones set out in this schedule.	Annual Times and dates to be agreed by both parties in advance of meetings being set.
	RM5	Engage with Department facilitated opportunities for strategic framework collaboration, including attending scheduled events, identifying opportunities for collaboration, and progressing actions in line with agreed timescales.	Ad-hoc. A minimum 20 working days notice will be provided.
Administration / Communication	C1	Provide a meaningful response to one hundred per cent (100%) of queries raised by the Department or Service Users and correspondence within three (3) Working Days from the date of receipt or within such other timescales for response as provided specifically for within the terms of the contract. In the event the query raised is complex the Contractor can request an extension of time, which must be agreed by the Department.	Ad-hoc. A minimum 3 working days notice will be provided and an extension can be requested if the query raised is of a particularly complex nature.
Management Information	MI1	Submit quality data on teacher and school participation to the Department by the twenty-fifth (25th) of each month using the template provided by the Department. Ensuring the data submitted to the Department on this date is reflective of the	Monthly

		number of schools/Participants recruited onto the programme at this point in time.	
	MI2	Ensure that all data discrepancies identified by the Department are 100% accurately addressed ahead of the next submission of data.	Monthly
Finance	F1	Ensure that Valid Invoices are submitted to the Department by the twenty-fifth (25th) of the month for the relevant reporting period.	Monthly
	F2	Comply and respond to any requests for Open Book or financial validation data within ten (10) working days.	Ad-hoc. A minimum 10 working days notice will be provided.
	F3	Engage with any framework level commercial incentives by attending any scheduled meetings and progressing any resulting actions of follow-up work within the agreed timescales.	Ad-hoc. A minimum 10 working days notice will be provided to the supplier requesting their attendance to a meeting. Timescales for completion of any follow up work will be discussed and agreed in advance by both parties.
	F4	Ensure that all financial discrepancies identified by the Department are 100% accurately reconciled ahead of the next invoice period and any variances to invoicing values offset.	Monthly
Complaints	COMPL1	The Contractor's Contract Manager must report all complaints from Service Users about the Services orally by telephone or in person, as well as in writing, to Department within three (3) Working Days from the date of the complaint.	Ongoing throughout the contracting cycle
	COMPL2	The Contractor's Contract Manager must provide a meaningful response to all complaints from Service Users orally by telephone or in person, as well as in writing, copying in Department, within five (5) Working Days from the date of the complaint.	Ad-hoc. A minimum 5 working days notice will be provided.
Records and questionnaires	RQ1	All satisfaction questionnaires shall be completed in full and returned to the Department within ten (10) working days from the date of completion, and any information requested by the Department shall be provided by the Contractor to the Department within five (5) Working days from the date of the request.	Evidence to be submitted within 5 working days upon request by the Department. Key measures July 2022 and July 2023.
Delivery	D1	Delivery of the Programme against the dates and milestones identified in Schedule 7 (Implementation Plan).	Monthly
	D2	Iteratively developing the training programme responding constructively to feedback from the Department and meeting deadlines for returning drafts.	Deadlines for completion will be provided by the Department or its Quality Assurance Agent as required throughout the contracting cycle.

Service Improvement	SI1	Develop a full Continuous Improvement Plan in line with Schedule 2; Part 1 and report progress to the Department against agreed milestones.	Deadline for development of the plan will be agreed with the supplier as and when an issue materialises. The deadline for submission will depend upon the amount of work required to address the problem.
	SI2	Cooperate with the requirements of the QA function by supplying information, facilitating visits, and otherwise supporting the implementation and ongoing work of the QA function.	Deadlines for completion will be provided by the Department or its Quality Assurance Agent as required throughout the contracting cycle.

KPIs

1.9 The Parties shall monitor the Contractor's performance against each of the KPIs listed in Table 2 (KPIs) at the agreed intervals.

1.10 If at the agreed reporting milestone the Contractor:

- 1.10.1 achieves a KPI rating of 'Good' then the performance measure will be achieved, and no further action will be required;
- 1.10.2 achieves a KPI rating of 'Approaching Target' then the performance measure will not be achieved, but no further action will be required;
- 1.10.3 achieves a KPI rating of 'Requires Improvement' or 'Inadequate', then the performance measure will not be achieved and it will be declared a 'Service Failure'. The Department reserves the right to take action in line with paragraphs 2.11 to 2.13 (Consequence of Service Failure) and issue a Service Credit in accordance with Paragraph 4 of this Schedule.

1.11 Table 2a – KPI Criteria

Rating	Criteria
Good	The supplier is meeting or exceeding the KPI target
Approaching Target	The supplier is close to meeting the KPI target
Requires Improvement	The performance of the supplier is below that of the KPI target
Inadequate	The performance of the supplier is significantly below that of the KPI target

1.12 Table 2b – Key Performance Indicators

KPI	Measure	
1 – Recruitment Recruit the target number of ECTs and their assigned Mentors onto the programme by the end of the recruitment window. Performance against the Contractors recruitment trajectory will be reviewed at the following milestones: <ul style="list-style-type: none"> 31 October 2022 31 December 2022 31 March 2023 The final KPI measure will be reported on 31 July 2023.	Recruitment % against target:	
	Good	96% +
	Approaching Target	90% - 95%
	Requires Improvement	75% - 89%
	Inadequate	Below 75%
2 – Recruitment (Pupil Premium and Sparsity) The number of ECTs and their assigned Mentors recruited onto the programme from either; schools with at least 40% of their pupils eligible for PP; or Local Department Districts	Number of eligible ECTs:	
	Good	660 +
	Approaching Target	600 - 659

identified as in the top 20% most sparse in terms of schools per hectare. Performance reviewed monthly and reported at closure of recruitment window.	Requires Improvement	540 - 599
	Inadequate	Below 540
3 – Retention The number of Participants that start the training retained at the end of year 2 of delivery. Performance reviewed monthly and reported at end of years 1 and 2 of the programme.	Retention rate:	
	Good	75% +
	Approaching Target	70% - 74%
	Requires Improvement	65% - 69%
	Inadequate	Below 65%
4 – Satisfaction The number of participants who rate the FIP experience as 'Good' or better. The DfE will design a survey to be issued to participants via the Lead Provider. Minimum response rate of 40% required. Surveys will be issued and performance measured at the end of years 1 and 2 of the programme.	Rate of participants rating the experience as 'Good' or better:	
	Good	80% +
	Approaching Target	75% - 79%
	Requires Improvement	70% - 74%
	Inadequate	Below 70%

- 1.13 In line with the cross-government transparency agenda the Department reserves the right to make the Contractors performance against the KPIs in table 2b available in the public domain, which may include publishing them on gov.uk and including them in any related transparency reporting.

2. PERFORMANCE MANAGEMENT

- 2.1 The Department shall monitor the Contractor's performance and progress against the Service Specification (Schedule 1: Part 1), the Contractor's Solution (Schedule 1: Part 2), the Implementation Plan (Schedule 7), and Pricing (Annex 1 of Schedule 2: Part 1) on a monthly basis and during performance review meetings. The Contractor shall cooperate with the Department in this regard and provide any information and evidence reasonably required by the Department within five (5) Working Days of a request being received.
- 2.2 The Contractor shall appoint a named Performance Manager who will cooperate with the Department to ensure that the Services are delivered as specified in the Contract and that Service Levels, Minimum Targets and KPIs are achieved.
- 2.3 The purpose of the performance review meetings is to encourage an open and regular dialogue between the Parties. The Parties shall review performance, discuss opportunities for continuous improvement, and address any complaints or persistent problems encountered.
- 2.4 Performance reviews shall be documented. The Contractor shall provide any information and data requested by the Department to facilitate the reviews and arrange, where necessary, access to any of Contractor Premises or delivery locations, including those operated by Sub-Contractors.
- 2.5 The Department may instruct the Contractor to take appropriate remedial action where the Department reasonably considers that the Implementation Plan and/or an Performance Improvement Plan is not being complied with, and the Contractor shall take such remedial action.
- 2.6 If there is a failure to achieve a Service Level, Minimum Target or KPI, the Contractor shall use all reasonable endeavours to immediately minimise the impact of any failure and to prevent such a failure from recurring.
- 2.7 The Contractor shall ensure that all systems and processes used for the monitoring and recording of performance are robust.

Contractor Management Information (MI) Requirements

- 2.8 The Department intends, wherever it can, to capture and collate information through its IT system(s) (please refer to the management information and digital requirements as set out in the Service Specification for more detail). However, the Department does reserve the right to make reasonable

requests for information (at no additional charge) from the Contractor including ad-hoc requests for information from time to time.

- 2.9 The Contractor shall supply Management Information and Data relevant to the delivery of the Services to the Department, using formats and to timescales as detailed in the Specification or as are otherwise notified to the Contractor by the Department.
- 2.10 The Department shall be entitled to amend the reporting frequency and format in respect of any or all Management Information or waive the requirement for any aspect of the Management Information to be reported upon by giving the Contractor not less than one (1) Months' notice in writing.

Consequence of Service Failure

- 2.11 Without prejudice to any other rights or remedies arising under this Contract, including under Clause 10 (Termination) for material breach, if the Contractor incurs a Service Failure in any Relevant Period, the Contractor acknowledges and agrees that the Department shall have the right to exercise (in its absolute and sole discretion) all or any of the following remedial actions:
 - 2.11.1 The Department shall be entitled to require the Contractor, and the Contractor agrees to prepare and provide to the Department, a plan for improvement (an **"Improvement Plan"**) within ten (10) Working Days of a written request by the Department for such Improvement Plan. Such Improvement Plan shall be subject to the Department's prior approval and the Contractor will be required to implement any approved Improvement Plan, as soon as reasonably practicable;
 - 2.11.2 The Department shall be entitled to require the Contractor, and the Contractor agrees to attend, within a reasonable time one (1) or more meetings at the request of the Department in order to resolve the issues raised by the Department in its notice to the Contractor requesting such meetings;
 - 2.11.3 The Department shall be entitled to serve a notice of improvement ("Improvement Notice") on the Contractor and the Contractor shall implement such requirements for improvement as set out in the Improvement Notice;
 - 2.11.4 The Department shall be entitled to issue interim performance measures and/or milestones in order to monitor the Contractors implementation of any Improvement Plan or Improvement Notice;
 - 2.11.5 If not already applied to the Service Failure prior to this point, apply a Service Credit.
- 2.12 In the event that the Department has, in its absolute and sole discretion, invoked one or more of the remedies set in paragraph 2.11 above the Department may suspend the Contractor from further call-off opportunities under the Framework Agreement pending the Department being satisfied that the Contractor has;
 - 2.12.1 implemented the requirements for improvement set out in the Improvement Notice; and/or
 - 2.12.2 implemented an Improvement Plan approved by the Department; and/or
 - 2.12.3 met the interim performance measures and/or milestones.
- 2.13 Whether or not the Department has exercised its rights pursuant to paragraph 2.12 in the event that the Department has, in its absolute and sole discretions invoked one or more of the remedies set out in paragraph 2.11 above, and allowed the Contractor reasonable opportunity to remedy the Service Failure, and the Contractor either;
 - 2.13.1 fails to implement such requirements for improvement as set out in the Improvement Notice; and/or
 - 2.13.2 fails to implement an Improvement Plan approved by the Department; and/or
 - 2.13.3 fails to meet the interim performance measures and/or milestones,then (without prejudice to any other rights and remedies of termination provided for in this Contract), the Department shall be entitled to terminate this Contract and with immediate effect by notice in writing in accordance with Clause 10.4.1. Termination of the Contract will be considered a Material Default and the Department may at its absolute discretion terminate the Framework Agreement as

per paragraph 7.4 of the Framework Agreement.

3. QUALITY ASSURANCE

- 3.1 The Department will monitor the quality of content and delivery across the Framework and the Contractor shall support this process and take the necessary actions as recommended by the Department or Ofsted, its appointed QA Agent.
- 3.2 The Department will quality assure the Contractor and its Delivery Partners in the following areas:
 - 3.2.1 Content Development – Reviewing and signing off all content and training materials by EEF and the Department.
 - 3.2.2 Ongoing Contractual Requirements – The Contractor will work with the Department to submit data that supports ongoing monitoring of Contractor performance.
 - 3.2.3 Training Delivery – Ofsted and/or the Department will attend training sessions where relevant and engage with Delivery Partners and Participants where it deems it relevant.
- 3.3 The Contractor shall cooperate with the ongoing Quality Assurance requirements in supplying information, facilitating visits to the Contractor and its Delivery Partners and Participants, and otherwise supporting the work of the Department and/or Ofsted to make assessments of quality according to the ECF Inspection Framework ([Early career framework and national professional qualification inspection framework and handbook - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/early-career-framework-and-national-professional-qualification-inspection-framework-and-handbook)).
- 3.4 The Contractor shall engage with the Department and/or Ofsted as required, typically providing data as required on a termly or annual basis and supporting inspection visits between every 1-2 years. This will include facilitating contact with Delivery Partners through the timely provision of relevant data required by Ofsted to plan visits in advance. Subject to the outcome of inspections, the Department reserves the right to vary the frequency of future inspections i.e. shorter turnaround where issues or failures were identified and longer turnaround for positive outcomes.
- 3.5 The Department may make recommendations that the Contractor will be required to action in relation to;
 - 3.5.1 Service Improvements – Framework wide improvements that arise out of continuous improvements, lessons learnt, user feedback and best practice or any other action that at the Department's discretion would benefit from being adopted across the Framework; and
 - 3.5.2 Quality and Performance – Contractors will be subject to inspection by Ofsted who as the Departments Quality Assurance Agent will publish a judgement and report against the ECF Inspection Framework that will inform the Departments management of quality and performance. The Department will agree with the Contractor an Improvement Plan in response to the inspection judgement and/or to address specific issues where either a failure to adhere to the Inspection Framework, instances of poor practice, breaches of the Framework Agreement or any other action that at the Department's discretion (acting reasonably) needs to be addressed to ensure the desired quality thresholds are maintained.

Service Improvements

- 3.6 Where the Department issues service improvement recommendations, they shall be under one of the following categories:
 - 3.6.1 Continuous Improvement – service development and improvement activity that is considered to be within the Contractors requirement to apply continuous improvement, respond to feedback and adopt best practice in regard to content and delivery for both ongoing and future cohorts.
 - 3.6.2 Service Development – activity that requires the Contractor to make considerable revisions to their content and/or delivery to a level whereby it is not possible to implement mid-cohort and therefore will only be required for future cohorts. In this instance the Contractor should attempt to implement any such aspects of the recommendation that can be made under paragraph 3.6.1 but will not be required to implement the full recommendation until the next cohort Call Off.
 - 3.6.3 Urgent Service Development – activity that requires the Contractor to make immediate and

significant revisions to their content and/or delivery in regard to ongoing cohorts that will result in additional cost to the Contractor. In this instance the Contractor may charge the Department for any reasonable development costs, subject to agreement by the Department.

- 3.7 If the Contractor fails to implement a Service Improvement recommendation to the required standard as set out by the Department within the specified timescale then the Department may, at its sole discretion take action in line with paragraphs 2.11 to 2.13 (Consequence of Service Failure) and issue a Service Credit.

Quality and Performance

- 3.8 The Department will use the inspection reports and judgements published by Ofsted to inform its wider quality and performance management procedures but will take the following actions in direct response to the judgement made against Ofsted's four-point grading system:

Table 3a – Ofsted Judgement Actions

Judgement	Action
Outstanding	<p><u>Response</u></p> <p>No formal action required – any recommendations identified can be incorporated within existing continuous improvement plans.</p> <p><u>Service Credits</u></p> <p>None</p> <p><u>Contractual Implications</u></p> <p>None</p> <p><u>Inspection Timescales</u></p> <p>The Contractor will be inspected again within 2 years.</p>
Good	<p><u>Response</u></p> <p>Where there are recommendations identified the Department reserves the right to request the Contractor to develop an Improvement Plan to resolve the issues within a timely manner.</p> <p><u>Service Credits</u></p> <p>None</p> <p><u>Contractual Implications</u></p> <p>None</p> <p><u>Inspection Timescales</u></p> <p>The Contractor will be inspected again within 2 years.</p>
Requires Improvement	<p><u>Response</u></p> <p>The Contractor will be required to develop an Improvement Plan to resolve the recommendations within a timely manner, identify lessons learnt for future inspections, manage stakeholders, and set out proposals to manage any reputational damage to the provision.</p> <p><u>Service Credits</u></p> <p>The Department reserves the right to issue a suspended Service Credit as per paragraph 3.11.</p> <p><u>Contractual Implications</u></p>

	<p>If the Contractor does not receive a judgement of 'Outstanding' or 'Good' at the subsequent inspection, then it will be considered a Service Failure and the Department reserves the right to take action in line with paragraphs 2.11 to 2.15 (Consequence of Service Failure) and issue a Service Credit.</p> <p><u>Inspection Timescales</u></p> <p>The Contractor will be inspected again within 1 year.</p>
Inadequate	<p><u>Response</u></p> <p>The Contractor will be required to develop a remedial action plan, to be enacted prior to the publishing of the inspection report, to identify the most urgent issues/concerns to enable service delivery to continue, manage direct stakeholders, and mitigate reputational damage to the Contractor, Department and ECF programme.</p> <p>The Contractor will be required to develop an Improvement Plan to resolve the recommendations within a timely manner, identify lessons learnt for future inspections, ongoing management of stakeholders, and set out proposals to manage any ongoing reputational damage to the provision.</p> <p><u>Service Credits</u></p> <p>The Department reserves the right to issue a suspended Service Credit as per paragraph 3.11.</p> <p><u>Contractual Implications</u></p> <p>A judgement of 'Inadequate' will be considered a Service Failure and the Department reserves the right to take action in line with paragraphs 2.11 to 2.15 (Consequence of Service Failure).</p> <p>If the Contractor does not receive a judgement of 'Outstanding' or 'Good' at the subsequent inspection, then it will be considered a Service Failure and the Department reserves the right to take action in line with paragraphs 2.11 to 2.15 (Consequence of Service Failure) and issue a Service Credit.</p> <p>If the Contractor receives multiple 'Inadequate' judgements, then it will be considered a Service Failure and the Department reserves the right to suspend the Contractor from future call-off opportunities as per clause 7.10 & 7.12 of the Framework Agreement.</p> <p><u>Inspection Timescales</u></p> <p>The Contractor will be inspected again within 1 year.</p>

- 3.9 Where an Improvement Plan is required, it should include clear actions and mitigations to address the recommendations including, timelines, milestones and any interim performance measures to enable management of progress against the plan. Improvement Plans will need to be agreed with the Department in line with the following schedule:
- 3.9.1 Draft version issued to the Department no less than 1 week prior to the publication of the Inspection Report; and
- 3.9.2 Final plan agreed no later than 2 weeks after the publishing of the report.
- 3.10 The Department will use the Ofsted inspection reports as part of the wider performance management procedures and in addition to the direct response's outlined in table 3a, if in the Departments opinion, concerns are identified that have, or are considered likely to have, a negative impact on service quality, governance or participant satisfaction then the department reserves the right to take action in line with paragraphs 2.11 to 2.13 (Consequence of Service Failure).
- 3.11 If the Contractor is issued a suspended Service Credit and the Improvement Plan is resolved to the required standard and within the specified timescale then the Service Credit will be avoided. If, in

the opinion of the Department, the Improvement Plan has not been resolved in full within the timescales then it will be considered a 'Service Failure', and the Service Credit will be upheld.

- 3.12 The Department reserves the right to use the information presented in the Ofsted inspection reports as evidence in applying any other terms within this Call-off Contract or the Framework Agreement.

QA Reporting

- 3.13 The Department reserves the right to use, which may include publishing under government transparency policy, reporting data on Contractors performance against the QA Function requirements as a means of demonstrating the 'quality' performance of the Framework. The reporting metrics are likely to be, but are not limited to:

3.13.1 Service Improvements – % of recommendations adopted within timescales.

3.13.2 Quality and Performance – number of recommendations and Service Failures.

- 3.14 Ofsted will publish all inspection reports in full at <https://reports.ofsted.gov.uk/>.

4 SERVICE CREDITS

- 4.1 Accrual of Service Credits shall entitle the Department to a reduction in the Charges.
- 4.2 Financial consequences of Service Credits will be calculated against the Total Contract Value. The Contractor shall off-set the value of any Service Credits against the Charges for the Contract up to a maximum of 4% of the Total Contract Value.
- 4.3 The Contractor confirms that it has taken Service Credits and the potential financial consequences into account in calculating the Charges. Both Parties agree that the Service Credits are a reasonable method of adjusting the Charges to reflect failure to meet minimum performance standards.
- 4.4 The financial consequences that will be applied in the event of a Service Credit are broken down in Table 3 below.

4.5 Table 3: Service Credits

Service Credits accrued:	Financial consequence equivalent to:
1 Service Credit	1% of Call-off Contract Value
2 Service Credits	2% of Call-off Contract Value
3 Service Credits	3% of Call-off Contract Value
4 or more Service Credits	4% of Call-off Contract Value

SCHEDULE 3: ADDITIONAL CLAUSES

1. Departmental Security Standards

“BPSS” “Baseline Personnel Security Standard”	a level of security clearance described as pre-employment checks in the National Vetting Policy. Further information can be found at: https://www.gov.uk/government/publications/government-baseline-personnel-security-standard
“CCSC” “Certified Cyber Security Consultancy”	is NCSC's approach to assessing the services provided by consultancies and confirming that they meet NCSC's standards. This approach builds on the strength of CLAS and certifies the competence of Contractors to deliver a wide and complex range of cyber security consultancy services to both the public and private sectors. See website: https://www.ncsc.gov.uk/scheme/certified-cyber-consultancy
“CCP” “Certified Professional”	is a NCSC scheme in consultation with government, industry and academia to address the growing need for specialists in the cyber security profession and are building a community of recognised professionals in both the UK public and private sectors. See website: https://www.ncsc.gov.uk/scheme/certified-professional
“CC” “Common Criteria”	the Common Criteria scheme provides assurance that a developer's claims about the security features of their product are valid and have been independently tested against recognised criteria.
“CPA” “Commercial Product Assurance” [formerly called “CESG Product Assurance”]	is an ‘information assurance scheme’ which evaluates commercial off the shelf (COTS) products and their developers against published security and development standards. These CPA certified products can be used by government, the wider public sector and industry. See website: https://www.ncsc.gov.uk/scheme/commercial-product-assurance-cpa
“Cyber Essentials” “Cyber Essentials Plus”	Cyber Essentials is the government backed, industry supported scheme to help organisations protect themselves against common cyber-attacks. Cyber Essentials and Cyber Essentials Plus are levels within the scheme. There are a number of certification bodies that can be approached for further advice on the scheme; the link below points to one of these providers: https://www.iasme.co.uk/apply-for-self-assessment/

"Data"	shall have the meanings given to those terms by the Data Protection Act 1998
"Data Controller"	
"Data Processor"	
"Personal Data"	
"Sensitive Personal Data"	
"Data Subject", "Process" and "Processing"	
"Department's Data"	is any data or information owned or retained in order to meet departmental business objectives and tasks, including:
"Department's Information"	<ul style="list-style-type: none"> (a) any data, text, drawings, diagrams, images or sounds (together with any repository or database made up of any of these components) which are embodied in any electronic, magnetic, optical or tangible media, and which are: <ul style="list-style-type: none"> (i) supplied to the Contractor by or on behalf of the Department; or (ii) which the Contractor is required to generate, process, store or transmit pursuant to this Contract; or (b) any Personal Data for which the Department is the Data Controller;
"DfE"	means the Department for Education
"Department"	
"Departmental Security Standards"	means the Department's security policy or any standards, procedures, process or specification for security that the Contractor is required to deliver.
"Digital Marketplace / GCloud"	the Digital Marketplace is the online framework for identifying and procuring cloud technology and people for digital projects. Cloud services (e.g. web hosting or IT health checks) are on the G-Cloud framework.
"FIPS 140-2"	this is the Federal Information Processing Standard (FIPS) Publication 140-2, (FIPS PUB 140-2), entitled 'Security Requirements for Cryptographic Modules'. This document is the de facto security standard used for the accreditation of cryptographic modules.
General Data Protection Regulation (GDPR)	Replaces Data Protection Act clauses for use in contracts that are live on or after 25 th May 2018.
"Good Industry Practice"	means the exercise of that degree of skill, care, prudence, efficiency, foresight and timeliness as would be expected from a leading company within the relevant industry or business sector.
"Industry Good Practice"	

“Good Industry Standard”	means the implementation of products and solutions, and the exercise of that degree of skill, care, prudence, efficiency, foresight and timeliness as would be expected from a leading company within the relevant industry or business sector.
“Industry Good Standard”	
“GSC”	means the Government Security Classification Policy which establishes the rules for classifying HMG information. The policy is available at: https://www.gov.uk/government/publications/government-security-classifications
“GSCP”	
“HMG”	means Her Majesty’s Government
“ICT”	means Information and Communications Technology (ICT) is used as an extended synonym for information technology (IT), used to describe the bringing together of enabling technologies used to deliver the end-to-end solution
“ISO/IEC 27001” “ISO 27001”	is the International Standard for Information Security Management Systems Requirements
“ISO/IEC 27002” “ISO 27002”	is the International Standard describing the Code of Practice for Information Security Controls.
“ISO 22301”	is the International Standard describing for Business Continuity
“IT Security Health Check (ITSHC)”	means an assessment to identify risks and vulnerabilities in systems, applications and networks which may compromise the confidentiality, integrity or availability of information held on that IT system.
“IT Health Check (ITHC)”	
“Penetration Testing”	
“Need-to-Know”	the Need-to-Know principle is employed within HMG to limit the distribution of classified information to those people with a clear ‘need to know’ in order to carry out their duties.
“NCSC”	The National Cyber Security Centre (NCSC) formerly CESG is the UK government’s National Technical Department for Information Assurance. The NCSC website is https://www.ncsc.gov.uk
“OFFICIAL”	the term ‘OFFICIAL’ is used to describe the baseline level of ‘security classification’ described within the Government Security Classification Policy (GSCP) which details the level of protection to be afforded to information by HMG, for all routine public sector business, operations and services.
“OFFICIAL-SENSITIVE”	the ‘OFFICIAL–SENSITIVE’ caveat is used to identify a limited subset of OFFICIAL information that could have more damaging consequences (for individuals, an organisation or government generally) if it were lost, stolen or published in the media, as described in the Government Security Classification Policy.

“Secure Sanitisation”

Secure sanitisation is the process of treating data held on storage media to reduce the likelihood of retrieval and reconstruction to an acceptable level. Some forms of sanitisation will allow you to re-use the media, while others are destructive in nature and render the media unusable. Secure sanitisation was previously covered by “Information Assurance Standard No. 5 - Secure Sanitisation” (“IS5”) issued by the former CESG. Guidance can now be found at: <https://www.ncsc.gov.uk/guidance/secure-sanitisation-storage-media>

The disposal of physical documents and hardcopy materials advice can be found at: <https://www.cpni.gov.uk/secure-destruction>

“Security and Information Risk Advisor”

“CCP SIRA”

“SIRA”

the Security and Information Risk Advisor (SIRA) is a role defined under the NCSC Certified Professional (CCP) Scheme. See also:

<https://www.ncsc.gov.uk/articles/about-certified-professional-scheme>

“SPF”

“HMG Security Policy Framework”

This is the definitive HMG Security Policy which describes the expectations of the Cabinet Secretary and Government’s Official Committee on Security on how HMG organisations and third parties handling HMG information and other assets will apply protective security to ensure HMG can function effectively, efficiently and securely. <https://www.gov.uk/government/publications/security-policy-framework>

“Tailored Assurance”

[formerly called “CTAS”, or,

“CESG Tailored Assurance”]

is an ‘information assurance scheme’ which provides assurance for a wide range of HMG, MOD, Critical National Infrastructure (CNI) and public sector customers procuring IT systems, products and services, ranging from simple software components to national infrastructure networks. <https://www.ncsc.gov.uk/documents/ctas-principles-and-methodology>

- 1.1. The Contractor shall comply with Departmental Security Standards for Contractors, which include but are not constrained to the following clauses;
- 1.2. The Contractor shall be able to demonstrate conformance to, and show evidence of such conformance to the ISO/IEC 27001 (Information Security Management Systems Requirements) standard, including the application of controls from ISO/IEC 27002 (Code of Practice for Information Security Controls).
- 1.3. The Contractor shall follow the UK Government Security Classification Policy (GSCP) in respect of any Departmental Data being handled in the course of providing this service, and will handle this data in accordance with its security classification. (In the event where the Contractor has an existing Protective Marking Scheme then the Contractor may continue to use this but must map the HMG security classifications against it to ensure the correct controls are applied to the Departmental Data).
- 1.4. The Contractor shall have in place and shall maintain procedural, personnel, physical and technical safeguards to protect Departmental Data, including but not limited to: physical security controls; good industry standard policies and process; anti-virus and firewalls; security updates and up-to-date

patching regimes for anti-virus solutions; operating systems, network devices, and application software, user access controls and the creation and retention of audit logs of system use.

- 1.5. Any data in transit using either physical or electronic transfer methods across public space or cyberspace, including mail and couriers systems, or third party provider networks must be protected via encryption which has been certified to FIPS 140-2 standard or a similar method approved by the Department prior to being used for the transfer of any Departmental Data.
- 1.6. Storage of Departmental Data on any portable devices or media shall be limited to the absolute minimum required to deliver the stated business requirement and shall be subject to Clause 1.9 and 1.10 below.
- 1.7. Any portable removable media (including but not constrained to pen drives, flash drives, memory sticks, CDs, DVDs, or other devices) which handle, store or process Departmental Data to deliver and support the service, shall be under the control and configuration management of the contractor or (sub-)contractors providing the service, shall be both necessary to deliver the service and shall be encrypted using a product which has been certified to FIPS140-2 standard or another encryption standard that is acceptable to the Department.
- 1.8. All portable ICT devices, including but not limited to laptops, tablets, smartphones or other devices, such as smart watches, which handle, store or process Departmental Data to deliver and support the service, shall be under the control and configuration management of the contractor or sub-contractors providing the service, and shall be necessary to deliver the service. These devices shall be full-disk encrypted using a product which has been certified to FIPS140-2 standard or another encryption standard that is acceptable to the Department.
- 1.9. Whilst in the Contractor's care all removable media and hardcopy paper documents containing Departmental Data must be handled securely and secured under lock and key when not in use and shall be securely destroyed when no longer required, using either a cross-cut shredder or a professional secure disposal organisation.
- 1.10. When necessary to hand carry removable media and/or hardcopy paper documents containing Departmental Data, the media or documents being carried shall be kept under cover and transported in such a way as to ensure that no unauthorised person has either visual or physical access to the material being carried. This clause shall apply equally regardless of whether the material is being carried inside or outside of company premises.
- 1.11. At the end of the contract or in the event of equipment failure or obsolescence, all Departmental information and data, in either hardcopy or electronic format, that is physically held or logically stored on the Contractor's ICT infrastructure must be securely sanitised or destroyed and accounted for in accordance with the current HMG policy using a NCSC approved product or method. Where sanitisation or destruction is not possible for legal, regulatory or technical reasons, such as a Storage Area Network (SAN) or shared backup tapes, then the Contractor or sub-contractor shall protect the Department's information and data until the time, which may be long after the end of the contract, when it can be securely cleansed or destroyed.
- 1.12. Access by Contractor or sub-contractor staff to Departmental Data shall be confined to those individuals who have a "need-to-know" in order to carry out their role; and have undergone mandatory pre-employment screening, to a minimum of HMG Baseline Personnel Security Standard (BPSS); or hold an appropriate National Security Vetting clearance as required by the Department. All Contractor or sub-contractor staff must complete this process before access to Departmental Data is permitted.
- 1.13. All Contractor or sub-contractor employees who handle Departmental Data must have annual awareness training in protecting information.
- 1.14. The Contractor shall, as a minimum, have in place robust Business Continuity arrangements and processes including IT disaster recovery plans and procedures that conform to ISO 22301 to ensure that the delivery of the contract is not adversely affected in the event of an incident. An incident shall be defined as any situation that might, or could lead to, a disruption, loss, emergency or crisis to the services delivered. If a ISO 22301 certificate is not available the Contractor will provide evidence of the effectiveness of their ISO 22301 conformant Business Continuity arrangements and processes

including IT disaster recovery plans and procedures. This should include evidence that the Contractor has tested or exercised these plans within the last 12 months and produced a written report of the outcome, including required actions.

- 1.15. Any suspected or actual breach of the confidentiality, integrity or availability of Departmental Data being handled in the course of providing this service, or any non-compliance with these Departmental Security Standards for Contractors, or other Security Standards pertaining to the solution, shall be investigated immediately and escalated to the Department by a method agreed by both parties.
- 1.16. The Contractor shall ensure that any IT systems and hosting environments that are used to handle, store or process Departmental Data shall be subject to independent IT Health Checks (ITHC) using a NCSC approved ITHC provider before go-live and periodically (at least annually) thereafter. The findings of the ITHC relevant to the service being provided are to be shared with the Department and all necessary remedial work carried out. In the event of significant security issues being identified, a follow up remediation test may be required.
- 1.17. The Contractor or sub-contractors providing the service will provide the Department with full details of any storage of Departmental Data outside of the UK or any future intention to host Departmental Data outside the UK or to perform any form of ICT management, support or development function from outside the UK. The Contractor or sub-contractor will not go ahead with any such proposal without the prior written agreement from the Department.
- 1.18. The Department reserves the right to audit the Contractor or Sub-Contractors providing the Services within a mutually agreed timeframe but always within seven days of notice of a request to audit being given. The audit shall cover the overall scope of the service being supplied and the Contractor's, and any sub-contractors, compliance with the clauses contained in this Section.
- 1.19. The Contractor shall contractually enforce all these Departmental Security Standards for Contractors onto any third-party Contractors, sub-contractors or partners who could potentially access Departmental Data in the course of providing this service.
- 1.20. The Contractor and sub-contractors shall undergo appropriate security assurance activities as determined by the Department. Contractor and sub-contractors shall support the provision of appropriate evidence of assurance and the production of the necessary security documentation such as completing the DfE Security Assurance Model (DSAM) process or the Business Service Assurance Model (BSAM). This will include obtaining any necessary professional security resources required to support the Contractor and sub-contractor's security assurance activities such as: a NCSC Certified Cyber Security Consultancy (CCSC) or NCSC Certified Professional (CCP) Security and Information Risk Advisor (SIRA)

SCHEDULE 4: FINANCIAL DISTRESS

1 DEFINITIONS

In this Schedule, the following definitions shall apply:

- “Guarantee Criteria”** In respect of the latest statutory accounts shall demonstrate that the Contractor or Guarantor has:
- a current ratio (being current assets divided by current liabilities) of one or more; and
 - an acid test ratio (being current assets less stock divided by current liabilities) of one or more; and
 - a tangible net worth (being total assets less total intangible fixed assets less total liabilities) of more than zero.

2 FINANCIAL STANDING

2.1 If during the Term the Contractor does not meet any of the Guarantee Criteria, at the Departments discretion, the Contractor shall procure that:

- (a) an Affiliate of the Contractor which at the relevant time and thereafter meets all the Guarantee Criteria shall become a Guarantor and shall provide a Guarantee in the form set out in Framework Agreement, Schedule 9 (Guarantee): or
- (b) in the event that a Group Company is not able to meet the Guarantee Criteria the Contractor shall provide suitable alternative security in the form of:
 - (i) an ABI Model Form of Guarantee Bond or equivalent bond to a value of £2,000,000 (Two Million Pounds); or
 - (ii) an alternative guarantee, the provision of funds or reserves by a third party under guarantee, cash, deposit or escrow account as the Department may approve (such approval not to be unreasonably withheld or delayed).

2.2 The Contractor shall:

- (a) regularly monitor compliance with the Guarantee Criteria; and
- (b) promptly notify the Department in writing following the occurrence of a Financial Distress Event or Key Sub-contractor Financial Distress Event or any fact, circumstance or matter which could cause a Financial Distress Event or a Key Sub-contractor Financial Distress Event (and in any event, ensure that such notification is made within 10 Working Days of the date on which the Contractor first becomes aware of the Financial Distress Event, the Key Sub-contractor Financial Distress Event or the fact, circumstance or matter which could cause a Financial Distress Event or a Key Sub-contractor Financial Distress Event).

3 CONSEQUENCES OF A FINANCIAL DISTRESS EVENT

3.1 In the event of:

- (a) the Contractor not meeting the Guarantee Criteria or providing a Guarantor that meets the Guarantee Criteria, or providing alternative security as set out in paragraph 2.1(b);
- (b) there being a public investigation into improper financial accounting and reporting, suspected fraud or any other impropriety of the Contractor, or the Guarantor or any Key Sub-contractor;
- (c) the Contractor, the Guarantor or any Key Sub-contractor committing a material breach of covenant to its lenders;
- (d) a Key Subcontractor notifying the Department that the Contractor has not satisfied any material sums properly due under a specified invoice and not subject to a genuine dispute; or

- (e) any of the following:
- (i) commencement of any litigation against the Contractor, the Guarantor or any Key Sub-contractor with respect to financial indebtedness greater than £5,000,000 million (Five Million Pounds) or obligations under a service contract with a total contract value greater than £5,000,000 million (Five Million Pounds) and which is reasonably likely to be adversely determined;
 - (ii) non-payment by the Contractor, the Guarantor or any Key Sub-contractor of any material financial indebtedness;
 - (iii) any material financial indebtedness of the Contractor, the Guarantor or any Key Sub-contractor becoming due as a result of an event of default; or
 - (iv) the cancellation or suspension of any material financial indebtedness in respect of the Contractor, the Guarantor or any Key Sub-contractor,
- in each case which the Department reasonably believes (or would be likely reasonably to believe) could directly impact on the continued performance and delivery of the Services in accordance with this Agreement;

then, immediately upon notification of the Financial Distress Event (or if the Department becomes aware of the Financial Distress Event without notification and brings the event to the attention of the Contractor), the Contractor shall have the obligations and the Department shall have the rights and remedies as set out in Paragraphs 3.2 to 3.3.

3.2 The Contractor shall (and shall procure that the Guarantor and/or any relevant Key Sub-contractor shall):

- (a) at the request of the Department, meet the Department as soon as reasonably practicable (and in any event within 3 Working Days of the initial notification (or awareness) of the Financial Distress Event or such other period as the Department may permit and notify to the Contractor in writing) to review the effect of the Financial Distress Event on the continued performance and delivery of the Services in accordance with this Agreement; and
- (b) where the Department reasonably believes (taking into account the discussions and any representations made under Paragraph 3.3) that the Financial Distress Event could impact on the continued performance and delivery of the Services in accordance with this Agreement:
 - (i) submit to the Department a draft Financial Distress Service Continuity Plan as soon as reasonably practicable (and in any event, within 10 Working Days of the initial notification (or awareness) of the Financial Distress Event or such other period as the Department may permit and notify to the Contractor in writing); and
 - (ii) provide such financial information relating to the Contractor or the Guarantor as the Department may reasonably require.

3.3 The Contractor shall:

- (a) on a regular basis (which shall not be less than monthly), review the Financial Distress Service Continuity Plan and assess whether it remains adequate and up to date to ensure the continued performance and delivery of the Services in accordance with this Agreement;
- (b) where the Financial Distress Service Continuity Plan is not adequate or up to date in accordance with Paragraph 3.3(a), submit an updated Financial Distress Service Continuity Plan to the Department; and
- (c) comply with the Financial Distress Service Continuity Plan (including any updated Financial Distress Service Continuity Plan).

3.4 Where the Contractor reasonably believes that the relevant Financial Distress Event under Paragraph 3.1 (or the circumstance or matter which has caused or otherwise led to it) no longer exists, it shall notify the Department and the Parties may agree that the Contractor shall be relieved of its obligations under Paragraph 3.3.

4 TERMINATION RIGHTS

The Department shall notify the Contractor in writing of its intention to terminate this Contract under Clause 7.4, following a period of 30 days to allow the Contractor an opportunity to remedy the default to the Department's satisfaction and at no cost to the Department, if:

- (a) the Contractor fails to notify the Department of a Financial Distress Event in accordance with Paragraph 2.3(b);
- (b) the Contractor fails to comply with the terms of the Financial Distress Service Continuity Plan (or any updated Financial Distress Service Continuity Plan) in accordance with Paragraph 3.3(c).

SCHEDULE 5 – CHANGE CONTROL PROCEDURE

1. INTRODUCTION

- 1.1. This Schedule 5 sets out the Change Control Procedure to be used by the Department and the Contractor to effect changes to this Contract.

2. PRINCIPLES

- 2.1. The Department and the Contractor shall conduct discussions relating to proposed changes to this Contract in good faith. Neither party shall unreasonably withhold or delay consent to the other party's proposed changes.
- 2.2. Until such time as a Change Control Notice (CCN) has been signed by both parties, the Contractor shall continue to provide the Services in accordance with this Contract.
- 2.3. Any work undertaken in connection with any proposed change to this Contract by the Contractor, its Sub-Contractors or agents (other than that which has previously been agreed in accordance with the provisions of paragraph 2.2 of this Schedule 5) shall be undertaken entirely at the expense and liability of the Contractor unless otherwise agreed between the Department and the Contractor in advance.
- 2.4. Any discussions, negotiations or other communications which may take place between the parties in connection with any proposed change to this Contract, including but not limited to the submission of any written communications, prior to the signing by both parties of the relevant CCN, shall be without prejudice to the rights of either party.

3. PROCEDURE

- 3.1. Should either party wish to amend this Contract, that party's Contract Manager shall submit a draft CCN in the format at Annex 1 to this Schedule 5 for discussion detailing the proposed change to the other party's Contract Manager.
- 3.2. Discussion between the parties following the submission of a draft CCN shall result in either:
 - 3.2.1. no further action being taken on that draft CCN; or
 - 3.2.2. agreement between the parties on the changes to be made to Contract (including agreement on the date upon which the changes are to take effect (the "effective date")), such agreement to be expressed in the form of proposed revisions to the text of the relevant parts of this Contract.
- 3.3. Where agreement is reached in accordance with paragraph 3.2.2, the party submitting the draft CCN shall prepare the final CCN for execution by both parties. The final CCN, the content of which has been agreed between the parties in accordance with paragraph 3.2.2 of this Schedule 5, shall be uniquely identified by a sequential number allocated by the Department.
- 3.4. Two (2) copies of each CCN shall be signed by the Contractor and submitted to the Department not less than ten (10) Working Days prior to the effective date agreed in accordance with paragraph 3.2.2 of this Schedule 5.
- 3.5. Subject to the agreement reached in accordance with paragraph 3.2.2 of this Schedule 5 remaining valid, the Department shall sign both copies of the approved CCN within five (5) Working Days of receipt by the Department. Following signature by the Department, one (1) copy of the signed CCN shall be returned to the Consultant by the Department.
- 3.6. A CCN signed by both parties shall constitute a valid variation or amendment to the Contract for the purposes of Clause 18.2 of the Contract.

ANNEX 1 TO SCHEDULE 5 - CONTRACT CHANGE NOTE PRO FORMA

Contract Change Note for the Contract Change Procedure

Contract Reference Number: [unique reference number]
Sequential Number: [to be allocated by the Department's Framework Manager]
Title: [CCN title]
Originator: [the Department / the Contractor]
Date change first proposed: [date]
Number of pages attached: [pages]

WHEREAS the Contractor and the Department entered into a Call-off Contract for the provision of National Roll-Out of the Early Career Framework services dated [date] and now wish to amend that Contract;

Reason for proposed change

[Party proposing change to complete]

Full details of proposed change

[Party proposing change to complete]

Details of likely impact, if any, of proposed change on other aspects of the Call-off Contract

[Party proposing change to complete]

IT IS AGREED as follows:

1. With effect from [date] it is proposed that the Call-off Contract shall be amended as set out below:
[Details of the amendments to the Call-off Contract to be inserted here – to include the explicit changes required to the text in order to effect the change, i.e. Clause/Schedule/paragraph number, required deletions and insertions etc.]
2. Save as herein amended, all other terms and conditions of the Call-off Contract inclusive of any previous CCNs shall remain in full force and effect.
3. The amendments shall be made by way of a Deed of Variation in accordance with Clause 18 of this Call-off Contract.

Signed for and on behalf of [the Contractor]

By

Name

Title

Date

Signed for and on behalf of the Department

By

Name

Title

Date

SCHEDULE 6: PROCESSING, PERSONAL DATA AND DATA SUBJECTS

1. The contact details of the Department's Data Protection Officer are:
Emma Wharram
emma.wharram@education.gov.uk
2. The contact details of the Contractor's Data Protection Officer are:
[REDACTED]
[REDACTED]
3. The Contractor shall comply with any further written instructions with respect to processing by the Department.
4. Any such further instructions shall be incorporated into this Schedule.

Description	Details
Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation, the Department is the Controller and the Contractor is the Processor in accordance with Clause 17
Subject matter of the processing	The processing is needed in order to ensure that the Contractor can effectively deliver the contract to provide the design and delivery of a training programme to improve early career teachers' confidence in teaching and thereby improve the provision of education in England's schools.
Duration of the processing	The processing will take place throughout the lifetime of the contract.
Nature and purposes of the processing	<p>Nature – collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) related to Participants to enable the recruitment, design, delivery, monitoring and evaluation of programme impacts and outcomes.</p> <p>Purpose – the contractor has an obligation to process data in the nature outlined above in order to fulfil the contractual requirements.</p>
Type of Personal Data being Processed	<p>The following Personal Data will be collected:</p> <ul style="list-style-type: none"> • Teacher Reference Number (TRN) • Full name • Email address(es) • Date of birth (if available) • Job role • School (Workplace) URN • Programme delivery region • Programme name • Cohort • Confirmation if Participant has been "inactive" or "exited" early from the programme and the reason for this. • Confirmation if Participant has gained promotion (to include promotion date (month/year), role and school)

Categories of Data Subject	<p>Early career teachers, their mentors, school induction leads and school leaders involved in ECTs' enrolment onto the programme. For school leaders in the latter category, the following data will not be collected:</p> <ul style="list-style-type: none"> • Teacher Reference Number (TRN) • Gender • Ethnicity • Home address • Date of birth • Confirmation if Participant has been "inactive" or "exited" early from the programme and the reason for this. <p>Confirmation if Participant has gained promotion (to include promotion date (month/year), role and school)</p>
<p>Plan for return and destruction of the data once the processing is complete</p> <p>UNLESS requirement under union or member state law to preserve that type of data</p>	<p>Data will be retained for 6 years after the end of the term.</p> <p>At the end the data retention period, all Departmental information and data, in either hardcopy or electronic format, that is physically held or logically stored on the Contractor's ICT infrastructure must be securely sanitised or destroyed and accounted for in accordance with the current HMG policy using a NCSC approved product or method.</p>

SCHEDULE 7: NOT USED

SCHEDULE 8: STAFF TRANSFER

Refer to the attached Schedule 8



Schedule%208.docx

SCHEDULE 9: KEY PERSONNEL AND SUB-CONTRACTORS

Key Personnel

The individuals listed in the table below are Key Personnel:

Name	Role	Period of Involvement
████	████	████
████	████	████
████	████	████
████	████	████
████	████	████
████	████	████
████	████	████

Key Sub-Contractors

The Contractor may sub-contract its obligations under the Contract to the Sub-Contractors listed in the table below:

Key Sub-Contractor Name and Address (if not the same as the registered office)	Registered Office and Company Number	Related Product/Service Description	Sub-Charges expressed as % of total projected Charges over Term	Role in delivery of the Services
████	████	████	████	████
████	████	████	████	████
████	████	████	████	████
████	████	████	████	████
████	████	████	████	████

SCHEDULE 10: COMMERCIALLY SENSITIVE INFORMATION

- 1 The Department acknowledges that the Contractor has requested that the following information be treated as Commercially Sensitive Information;

Commercially Sensitive Information	Duration of Sensitivity
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

- 2 The Department will consult with the Contractor on any request for information, identified as Commercially Sensitive, under the FOIA.
- 3 The Department reserves the right to disclose any Commercially Sensitive Information held within this Contract in response to a request under the FOIA as set out at clause 13 of this Contract.
- 4 The Department will automatically publish all information provided by the Contractor not identified in this Schedule as constituting Commercially Sensitive Information provided that it satisfies the requirements of the FOIA.
- 5 The Department reserves the right to determine whether any information provided in this Schedule does constitute Commercially Sensitive Information prior to publication.

SCHEDULE 11 - SERVICE CONTINUITY PLAN

1 DEFINITIONS

1.1 In this Schedule, the following definitions shall apply:

“Business Continuity Plan”	has the meaning given in Paragraph 2.2(a)(ii);
“Business Continuity Services”	has the meaning given in Paragraph 4.2(b);
“Department”	a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics: (a) Government Department; or (b) Non-Ministerial Department.
“Disaster”	the occurrence of one or more events which, either separately or cumulatively, mean that the Services, or a material part of the Services will be unavailable for a period of 3 months or which is reasonably anticipated will mean that the Services or a material part of the Services will be unavailable for that period;
“Disaster Recovery Plan”	has the meaning given in Paragraph 2.2(a)(iii);
“Disaster Recovery Services”	the services embodied in the processes and procedures for restoring the Services following the occurrence of a Disaster;
“Disaster Recovery System”	the system identified by the Contractor in the Contractor Solution which shall be used for the purpose of delivering the Disaster Recovery Services;
“Insolvency Continuity Plan”	has the meaning given in Paragraph 2.2(a)(iv).
“Related Service Provider”	any person who provides services to the Department in relation to this Agreement from time to time;
“Review Report”	has the meaning given in Paragraphs 7.2(a) to 7.2(c);
“Service Continuity Plan”	means the plan prepared pursuant to Paragraph 2 of this Schedule which incorporates the Business Continuity Plan, Disaster Recovery Plan and the Insolvency Continuity Plan;

2 SERVICE CONTINUITY PLAN

- 2.1 Within 40 Working Days from the Contract Date the Contractor shall prepare and deliver to the Department for the Department’s written approval a plan, which shall detail the processes and arrangements that the Contractor shall follow to:
- (a) ensure continuity of the business processes and operations supported by the Services following any failure or disruption of any element of the Services (including where caused by an Insolvency Event of the Contractor, any Key Sub-contractor and/or any Contractor Group member); and
 - (b) the recovery of the Services in the event of a Disaster.
- 2.2 The Service Continuity Plan shall:

- (a) be divided into four parts:
 - (i) Part A which shall set out general principles applicable to the Service Continuity Plan;
 - (ii) Part B which shall relate to business continuity (the “**Business Continuity Plan**”);
 - (iii) Part C which shall relate to disaster recovery (the “**Disaster Recovery Plan**”);
 - (iv) Part D which shall relate to an Insolvency Event of the Contractor, any Key Sub-contractors and/or any Contractor Group member (the “**Insolvency Continuity Plan**”); and
 - (b) unless otherwise required by the Department in writing, be based upon and be consistent with the provisions of Paragraphs 3, 4, 5 and 6.
- 2.3 Following receipt of the draft Service Continuity Plan from the Contractor, the Department shall:
- (a) review and comment on the draft Service Continuity Plan as soon as reasonably practicable; and
 - (b) notify the Contractor in writing that it approves or rejects the draft Service Continuity Plan no later than 20 Working Days after the date on which the draft Service Continuity Plan is first delivered to the Department.
- 2.4 If the Department rejects the draft Service Continuity Plan:
- (a) the Department shall inform the Contractor in writing of its reasons for its rejection; and
 - (b) the Contractor shall then revise the draft Service Continuity Plan (taking reasonable account of the Department's comments) and shall re-submit a revised draft Service Continuity Plan to the Department for the Department's approval within 20 Working Days of the date of the Department's notice of rejection. The provisions of Paragraph 2.3 and this Paragraph 2.4 shall apply again to any resubmitted draft Service Continuity Plan, provided that either Party may refer any disputed matters for resolution by the Dispute Resolution Procedure at any time.

3 SERVICE CONTINUITY PLAN: PART A – GENERAL PRINCIPLES AND REQUIREMENTS

- 3.1 Part A of the Service Continuity Plan shall:
- (a) set out how the business continuity, disaster recovery and insolvency continuity elements of the plan link to each other;
 - (b) provide details of how the invocation of any element of the Service Continuity Plan may impact upon the operation of the Services and any services provided to the Department by a Related Service Provider;
 - (c) contain an obligation upon the Contractor to liaise with the Department and (at the Department's request) any Related Service Provider with respect to issues concerning business continuity, disaster recovery and insolvency continuity where applicable;
 - (d) detail how the Service Continuity Plan links and interoperates with any overarching and/or connected disaster recovery, business continuity and/or insolvency continuity plan of the Department and any of its other Related Service Providers in each case as notified to the Contractor by the Department from time to time;
 - (e) contain a communication strategy including details of an incident and problem management service and advice and help desk facility which can be accessed via multi-channels (including but without limitation a web-site (with FAQs), e-mail, phone and fax) for both portable and desk top configurations, where required by the Department;
 - (f) contain a risk analysis, including:
 - (i) failure or disruption scenarios and assessments and estimates of frequency of occurrence;
 - (ii) identification of any single points of failure within the Services and processes for managing the risks arising therefrom;

- (iii) identification of risks arising from the interaction of the Services with the services provided by a Related Service Provider;
 - (iv) identification of risks arising from an Insolvency Event of the Contractor, any Key Sub-contractors and/or Contractor Group member; and
 - (v) a business impact analysis (detailing the impact on business processes and operations) of different anticipated failures or disruptions;
- (g) provide for documentation of processes, including business processes, and procedures;
 - (h) set out key contact details (including roles and responsibilities) for the Contractor (and any Sub-contractors) and for the Department;
 - (i) identify the procedures for reverting to “normal service”;
 - (j) set out method(s) of recovering or updating data collected (or which ought to have been collected) during a failure or disruption to ensure that there is no more than the accepted amount of data loss and to preserve data integrity;
 - (k) identify the responsibilities (if any) that the Department has agreed it will assume in the event of the invocation of the Service Continuity Plan; and
 - (l) provide for the provision of technical advice and assistance to key contacts at the Department as notified by the Department from time to time to inform decisions in support of the Department’s business continuity plans.
- 3.2 The Service Continuity Plan shall be designed so as to ensure that:
- (a) the Services are provided in accordance with this Agreement at all times during and after the invocation of the Service Continuity Plan;
 - (b) the adverse impact of any Disaster; service failure; an Insolvency Event of the Contractor, any Key Sub-contractor and/or any Contractor Group member; or disruption on the operations of the Department, is minimal as far as reasonably possible;
 - (c) it complies with the relevant provisions of ISO/IEC 22301 and all other industry standards from time to time in force; and
 - (d) there is a process for the management of disaster recovery testing detailed in the Service Continuity Plan.
- 3.3 The Service Continuity Plan shall be upgradeable and sufficiently flexible to support any changes to the Services, to the business processes facilitated by and the business operations supported by the Services, and/or changes to the Contractor Group structure.
- 3.4 The Contractor shall not be entitled to any relief from its obligations under the Performance Indicators or to any increase in the Charges to the extent that a Disaster occurs as a consequence of any breach by the Contractor of this Agreement.

4 SERVICE CONTINUITY PLAN: PART B – BUSINESS CONTINUITY PRINCIPLES AND CONTENTS

- 4.1 The Business Continuity Plan shall set out the arrangements that are to be invoked to ensure that the business processes and operations facilitated by the Services remain supported and to ensure continuity of the business operations supported by the Services including, unless the Department expressly states otherwise in writing:
- (a) the alternative processes (including business processes), options and responsibilities that may be adopted in the event of a failure in or disruption to the Services; and
 - (b) the steps to be taken by the Contractor upon resumption of the Services in order to address any prevailing effect of the failure or disruption including a root cause analysis of the failure or disruption.
- 4.2 The Business Continuity Plan shall:
- (a) address the various possible levels of failures of or disruptions to the Services;

- (b) set out the services to be provided and the steps to be taken to remedy the different levels of failures of and disruption to the Services (such services and steps, the **"Business Continuity Services"**);
- (c) specify any applicable Performance Indicators with respect to the provision of the Business Continuity Services and details of any agreed relaxation to the Performance Indicators in respect of other Services during any period of invocation of the Business Continuity Plan; and
- (d) clearly set out the conditions and/or circumstances under which the Business Continuity Plan is invoked.

5 SERVICE CONTINUITY PLAN: PART C – DISASTER RECOVERY

PRINCIPLES AND CONTENTS

- 5.1 The Disaster Recovery Plan shall be designed so as to ensure that upon the occurrence of a Disaster the Contractor ensures continuity of the business operations of the Department supported by the Services following any Disaster or during any period of service failure or disruption with, as far as reasonably possible, minimal adverse impact.
- 5.2 The Disaster Recovery Plan shall be invoked only upon the occurrence of a Disaster.
- 5.3 The Disaster Recovery Plan shall include the following:
 - (a) the technical design and build specification of the Disaster Recovery System;
 - (b) details of the procedures and processes to be put in place by the Contractor in relation to the Disaster Recovery System and the provision of the Disaster Recovery Services and any testing of the same including but not limited to the following:
 - (i) data centre and disaster recovery site audits;
 - (ii) backup methodology and details of the Contractor's approach to data back-up and data verification;
 - (iii) identification of all potential disaster scenarios;
 - (iv) risk analysis;
 - (v) documentation of processes and procedures;
 - (vi) hardware configuration details;
 - (vii) network planning including details of all relevant data networks and communication links;
 - (viii) invocation rules;
 - (ix) Service recovery procedures; and
 - (x) steps to be taken upon resumption of the Services to address any prevailing effect of the failure or disruption of the Services;
 - (c) any applicable Performance Indicators with respect to the provision of the Disaster Recovery Services and details of any agreed relaxation to the Performance Indicators in respect of other Services during any period of invocation of the Disaster Recovery Plan;
 - (d) details of how the Contractor shall ensure compliance with security standards ensuring that compliance is maintained for any period during which the Disaster Recovery Plan is invoked;
 - (e) access controls to any disaster recovery sites used by the Contractor in relation to its obligations pursuant to this Schedule; and
 - (f) testing and management arrangements.

6 SERVICE CONTINUITY PLAN: PART D – INSOLVENCY CONTINUITY PLAN

PRINCIPLES AND CONTENTS

- 6.1 The Insolvency Continuity Plan shall be designed by the Contractor to permit continuity of the business operations of the Department supported by the Services through continued provision of the Services following an Insolvency Event of the Contractor, any Key Sub-contractor and/or any Contractor Group member with, as far as reasonably possible, minimal adverse impact.
- 6.2 The Insolvency Continuity Plan shall include the following:
- (a) communication strategies which are designed to minimise the potential disruption to the provision of the Services, including key contact details in respect of the supply chain and key contact details for operational and contract Contractor Personnel, Key Sub-contractor personnel and Contractor Group member personnel;
 - (b) identification, explanation, assessment and an impact analysis of risks in respect of dependencies between the Contractor, Key Sub-contractors and Contractor Group members where failure of those dependencies could reasonably have an adverse impact on the Services;
 - (c) plans to manage and mitigate identified risks;
 - (d) details of the roles and responsibilities of the Contractor, Key Sub-contractors and/or Contractor Group members to minimise and mitigate the effects of an Insolvency Event of such persons on the Services;
 - (e) details of the recovery team to be put in place by the Contractor (which may include representatives of the Contractor, Key Sub-contractors and Contractor Group members); and
 - (f) sufficient detail to enable an appointed insolvency practitioner to invoke the plan in the event of an Insolvency Event of the Contractor.

7 REVIEW AND AMENDMENT OF THE SERVICE CONTINUITY PLAN

- 7.1 The Contractor shall review and update the Service Continuity Plan (and the risk analysis on which it is based):
- (a) on a regular basis and as a minimum once every 6 months;
 - (b) within three calendar months of the Service Continuity Plan (or any part) having been invoked pursuant to Paragraph 9;
 - (c) within 14 days of a Financial Distress Event;
 - (d) within 30 days of a Corporate Change Event; and
 - (e) where the Department requests any additional reviews (over and above those provided for in Paragraphs 7.1(a) to 7.1(d)) by notifying the Contractor to such effect in writing, whereupon the Contractor shall conduct such reviews in accordance with the Department's written requirements. Prior to starting its review, the Contractor shall provide an accurate written estimate of the total costs payable by the Department for the Department's approval. The costs of both Parties of any such additional reviews shall be met by the Department except that the Contractor shall not be entitled to charge the Department for any costs that it may incur above any estimate without the Department's prior written approval.
- 7.2 Each review of the Service Continuity Plan pursuant to Paragraph 7.1 shall be a review of the procedures and methodologies set out in the Service Continuity Plan and shall assess their suitability having regard to any change to the Services or any underlying business processes and operations facilitated by or supported by the Services which have taken place since the later of the original approval of the Service Continuity Plan or the last review of the Service Continuity Plan and shall also have regard to any occurrence of any event since that date (or the likelihood of any such event taking place in the foreseeable future) which may increase the likelihood of the need to invoke the Service Continuity Plan. The review shall be completed by the Contractor within the period required by the Service Continuity Plan or, if no such period is required, within such period as the Department shall reasonably require. The Contractor shall, within 20 Working Days of the conclusion of each such review of the Service Continuity Plan, provide to the Department a report (a "**Review Report**") setting out:
- (a) the findings of the review;

- (b) any changes in the risk profile associated with the Services; and
 - (c) the Contractor's proposals (the "**Contractor's Proposals**") for addressing any changes in the risk profile and its proposals for amendments to the Service Continuity Plan following the review detailing the impact (if any and to the extent that the Contractor can reasonably be expected to be aware of the same) that the implementation of such proposals may have on any services or systems provided by a third party.
- 7.3 Following receipt of the Review Report and the Contractor's Proposals, the Department shall:
- (a) review and comment on the Review Report and the Contractor's Proposals as soon as reasonably practicable; and
 - (b) notify the Contractor in writing that it approves or rejects the Review Report and the Contractor's Proposals no later than 20 Working Days after the date on which they are first delivered to the Department.
- 7.4 If the Department rejects the Review Report and/or the Contractor's Proposals:
- (a) the Department shall inform the Contractor in writing of its reasons for its rejection; and
 - (b) the Contractor shall then revise the Review Report and/or the Contractor's Proposals as the case may be (taking reasonable account of the Department's comments and carrying out any necessary actions in connection with the revision) and shall re-submit a revised Review Report and/or revised Contractor's Proposals to the Department for the Department's approval within 20 Working Days of the date of the Department's notice of rejection. The provisions of Paragraph 7.3 and this Paragraph 7.4 shall apply again to any resubmitted Review Report and Contractor's Proposals, provided that either Party may refer any disputed matters for resolution by the Dispute Resolution Procedure at any time.
- 7.5 The Contractor shall as soon as is reasonably practicable after receiving the Department's approval of the Contractor's Proposals (having regard to the significance of any risks highlighted in the Review Report) effect any change in its practices or procedures necessary so as to give effect to the Contractor's Proposals. Any such change shall be at the Contractor's expense unless it can be reasonably shown that the changes are required because of a material change to the risk profile of the Services.

8 TESTING OF THE SERVICE CONTINUITY PLAN

- 8.1 The Contractor shall test the Service Continuity Plan on a regular basis (and in any event not less than once in every Contract Year). Subject to Paragraph 8.2, the Department may require the Contractor to conduct additional tests of some or all aspects of the Service Continuity Plan at any time where the Department considers it necessary, including where there has been any change to the Services or any underlying business processes, or on the occurrence of any event which may increase the likelihood of the need to implement the Service Continuity Plan.
- 8.2 If the Department requires an additional test of the Service Continuity Plan, it shall give the Contractor written notice and the Contractor shall conduct the test in accordance with the Department's requirements and the relevant provisions of the Service Continuity Plan. The Contractor's costs of the additional test shall be borne by the Department unless the Service Continuity Plan fails the additional test in which case the Contractor's costs of that failed test shall be borne by the Contractor.
- 8.3 The Contractor shall undertake and manage testing of the Service Continuity Plan in full consultation with the Department and shall liaise with the Department in respect of the planning, performance, and review, of each test, and shall comply with the reasonable requirements of the Department in this regard. Each test shall be carried out under the supervision of the Department or its nominee.
- 8.4 The Contractor shall ensure that any use by it or any Sub-contractor of "live" data in such testing is first approved with the Department. Copies of live test data used in any such testing shall be (if so required by the Department) destroyed or returned to the Department on completion of the test.

- 8.5 The Contractor shall, within 20 Working Days of the conclusion of each test, provide to the Department a report setting out:
- (a) the outcome of the test;
 - (b) any failures in the Service Continuity Plan (including the Service Continuity Plan's procedures) revealed by the test; and
 - (c) the Contractor's proposals for remedying any such failures.
- 8.6 Following each test, the Contractor shall take all measures requested by the Department, (including requests for the re-testing of the Service Continuity Plan) to remedy any failures in the Service Continuity Plan and such remedial activity and re-testing shall be completed by the Contractor, at no additional cost to the Department, by the date reasonably required by the Department and set out in such notice.
- 8.7 For the avoidance of doubt, the carrying out of a test of the Service Continuity Plan (including a test of the Service Continuity Plan's procedures) shall not relieve the Contractor of any of its obligations under this Agreement.
- 8.8 The Contractor shall also perform a test of the Service Continuity Plan in the event of any major reconfiguration of the Services or as otherwise reasonably requested by the Department.

9 INVOCATION OF THE SERVICE CONTINUITY PLAN

- 9.1 In the event of a loss of any critical part of the Service or a Disaster, the Contractor shall immediately invoke the business continuity and disaster recovery provisions in the Service Continuity Plan, including any linked elements in other parts of the Service Continuity Plan, and shall inform the Department promptly of such invocation. In all other instances the Contractor shall invoke the business continuity and disaster recovery plan elements only with the prior consent of the Department.
- 9.2 The Insolvency Continuity Plan element of the Service Continuity Plans, including any linked elements in other parts of the Service Continuity Plan, shall be invoked by the Contractor:
- (a) where an Insolvency Event of a Key Sub-contractor and/or Contractor Group member (other than the Contractor) could reasonably be expected to adversely affect delivery of the Services; and/or
 - (b) where there is an Insolvency Event of the Contractor and the insolvency arrangements enable the Contractor to invoke the plan;

SCHEDULE 12 – BREAKAGE COSTS

1 DEFINITIONS

1.1 In this Schedule, the following definitions shall apply:

“Applicable Contractor Personnel”	<p>any Contractor Personnel who:</p> <ul style="list-style-type: none">(i) at the Termination Date:<ul style="list-style-type: none">a) are employees of the Contractor;b) are Dedicated Contractor Personnel;c) have not transferred (and are not in scope to transfer at a later date) to the Department or the Replacement Contractor as a result of the operation of TUPE; and(ii) are dismissed or given notice of dismissal by the Contractor within:<ul style="list-style-type: none">d) 40 Business Days of the Termination Date; ore) such longer period required by Law, their employment contract (as at the Termination Date) or an applicable collective agreement; and(iii) have not resigned or given notice of resignation prior to the date of their dismissal by the Contractor; and(iv) the Contractor can demonstrate to the satisfaction of the Department:<ul style="list-style-type: none">a) are surplus to the Contractor's requirements after the Termination Date notwithstanding its obligation to provide services to its other customers;b) are genuinely being dismissed for reasons of redundancy; andc) have been selected for redundancy by the Contractor on objective grounds other than the fact that the Contractor is entitled to reimbursement under this provision in respect of such employees;
“Assets”	<p>means all assets and rights used by the Contractor to provide the Services in accordance with this Contract but excluding any assets belonging to the Department;</p>
“Breakage Costs Payment”	<p>an amount equal to the Redundancy Costs and the Contract Breakage Costs as at the Termination Date as determined in accordance with Paragraph 2;</p>
“Contract Breakage Costs”	<p>the amounts payable by the Contractor to its Key Sub-Contractors or other third parties (as applicable) for terminating all relevant Key Sub-Contracts as a direct result of the early termination of this Contract;</p>
“Dedicated Contractor Personnel”	<p>all Contractor Personnel then assigned to the Services or any part of the Services. If the Contractor is unsure as to whether Contractor Personnel are or should be regarded as so assigned, it shall consult with the Department whose view shall be determinative provided that the employee has been materially involved in the provision of the Services or any part</p>

of the Services;

“Former Contractor”	a contractor supplying services to the Department before the Relevant Transfer Date that are the same as or substantially similar to the Services (or any part of the Services) and shall include any Sub-Contractor of such contractor
“Redundancy Costs”	<p>the total sum of any of the following sums paid to Applicable Contractor Personnel, each amount apportioned between the Contractor and the Department based on the time spent by such employee on the Services as a proportion of the total Service duration:</p> <p>(a) any statutory redundancy payment; and</p> <p>(b) in respect of an employee who was a Transferring Former Contractor Employee any contractual redundancy payment (or where such a contractual benefit on redundancy is a benefit payable from a pension scheme, the increase in cost to the Contractor as a net present value compared to the benefit payable on termination of employment without redundancy), provided that such employee was entitled to such contractual redundancy payment immediately prior to his or her transfer to the Contractor as a result of the operation of TUPE;</p>
“Relevant Transfer”	a transfer of employment to which TUPE applies.
“Relevant Transfer Date”	in relation to a Relevant Transfer, the date upon which the Relevant Transfer takes place.
“Request for Estimate”	a written request sent by the Department to the Contractor, requiring that the Contractor provide it with an accurate estimate of the Breakage Costs Payment that would be payable if the Department exercised its right under Clause 25.11 (Termination) to terminate this Contract for convenience on a specified Termination Date;
“Termination Estimate”	has the meaning given in Paragraph 8.2;
“Transferring Former Contractor Employees”	in relation to a Former Contractor, those employees of the Former Contractor to whom TUPE will apply on the Relevant Transfer Date; and

2 BREAKAGE COSTS PAYMENT

- 2.1 The Contractor may recover through the Breakage Costs Payment only those costs incurred by the Contractor directly as a result of the termination of this Contract which:
- (a) would not have been incurred had this Contract continued until expiry of the Initial Contract Period, or in the event that the Term has been extended, the expiry of the Extension Period;
 - (b) are unavoidable, proven, reasonable, and not capable of recovery;
 - (c) are incurred under arrangements or agreements that are directly associated with this Contract;
 - (d) are not Contract Breakage Costs relating to contracts or Sub-Contracts with Affiliates of the Contractor; and
 - (e) relate directly to the termination of the Services.

Limitation on Breakage Costs Payment

- 2.2 The Breakage Costs Payment shall not exceed the lower of:
- (a) the relevant limit set out in Annex 1 (Maximum Breakage Costs); and
 - (b) 120% of the estimate for the Breakage Costs Payment set out in any relevant Termination Estimate.

Redundancy Costs

- 2.3 The Department shall not be liable under this Schedule for any costs associated with Contractor Personnel (whether relating to redundancy, redeployment or otherwise) other than the Redundancy Costs.
- 2.4 Where the Contractor can demonstrate that a member of Contractor Personnel will be made redundant following termination of this Contract, but redeployment of such person is possible and would offer value for money to the Department when compared with redundancy, then the Department shall pay the Contractor the actual direct costs incurred by the Contractor or its Sub-contractor arising out of the redeployment of such person (including retraining and relocation costs) subject to a maximum amount of £30,000 per relevant member of the Contractor Personnel.

Contract Breakage Costs

- 2.5 The Contractor shall be entitled to Contract Breakage Costs only in respect of Sub-Contracts which:
- (a) are not assigned or novated to a Replacement Contractor at the request of the Department); and
 - (b) the Contractor can demonstrate:
 - (i) are surplus to the Contractor's requirements after the Termination Date, whether in relation to use internally within its business or in providing services to any of its other customers; and
 - (ii) have been entered into by it in the ordinary course of business.
- 2.6 The Contractor shall seek to negotiate termination of any Sub-Contracts with the relevant Sub-Contractor (as the case may be) using all reasonable endeavours to minimise the cancellation or termination charges.
- 2.7 Except with the prior written agreement of the Department, the Department shall not be liable for any costs (including cancellation or termination charges) that the Contractor is obliged to pay in respect of:
- (a) the termination of any contractual arrangements for occupation of, support of and/or services provided for Contractor premises which may arise as a consequence of the termination of this Contract; and/or
 - (b) Assets not yet installed at the Termination Date.

3 MITIGATION OF CONTRACT BREAKAGE COSTS AND REDUNDANCY COSTS AND UNRECOVERED COSTS

- 3.1 The Contractor agrees to use all reasonable endeavours to minimise and mitigate Contract Breakage Costs and Redundancy Costs by:
- (a) the appropriation of Assets, employees and resources for other purposes;
 - (b) at the Department's request, assigning any Sub-contracts to the Department or a third party acting on behalf of the Department; and
 - (c) in relation to Sub-Contracts that are not to be assigned to the Department or to another third party, terminating those contracts at the earliest possible date without breach or where contractually permitted.

- 3.2 If Assets, employees and resources can be used by the Contractor for other purposes, then there shall be an equitable reduction in the Contract Breakage Costs, and Redundancy Costs payable by the Department or a third party to the Contractor. In the event of any dispute arising over whether the Contractor can use any Assets, employees and/or resources for other purposes and/or over the amount of the relevant equitable reduction, the dispute shall be determined in accordance with the procedure set out in Clause 39 (Dispute Resolution).

4 FULL AND FINAL SETTLEMENT

- 4.1 Any Breakage Costs paid under this Schedule shall be in full and final settlement of any claim, demand and/or proceedings of the Contractor in relation to any termination by the Department pursuant to Clause 25.11 (Termination) and the Contractor shall be excluded from all other rights and remedies it would otherwise have been entitled to in respect of any such termination.

5 INVOICING FOR THE PAYMENTS ON TERMINATION

- 5.1 All sums due under this Schedule shall be payable by the Department to the Contractor in accordance with the payment terms set out in Schedule 3 (Financials).

6 SET OFF

- 6.1 The Department shall be entitled to set off any outstanding liabilities of the Contractor against any amounts that are payable by it pursuant to this Schedule.

7 NO DOUBLE RECOVERY

- 7.1 If any amount payable under this Schedule (in whole or in part) relates to or arises from any Assets that are to transfer to the Department then, to the extent that the Department makes any payments pursuant to the Exit Plan that the Contractor shall draft in accordance with Clause 27.2 of the Contract in respect of such Assets, such payments shall be deducted from the amount payable pursuant to this Schedule.
- 7.2 The value of the Breakage Costs Payment shall be reduced or extinguished to the extent that the Contractor has already received the Charges or the financial benefit of any other rights or remedy given under this Contract so that there is no double counting in calculating the relevant payment.
- 7.3 Any payments that are due in respect of Assets that are to transfer to the Department shall be calculated in accordance with provisions agreed between the Parties and detailed in the Exit Plan.

8 ESTIMATE OF TERMINATION PAYMENT AND COMPENSATION PAYMENT

- 8.1 The Department may issue a Request for Estimate at any time during the Term provided that no more than 2 Requests for Estimate may be issued in any 6 month period.
- 8.2 The Contractor shall within 20 Business Days of receiving the Request for Estimate (or such other timescale agreed between the Parties), provide an accurate written estimate of the Breakage Costs that would be payable by the Department based on a postulated Termination Date specified in the Request for Estimate (such estimate being the "Termination Estimate"). The Termination Estimate shall:
- (a) be based on the relevant amounts set out in the Financial Model;
 - (b) include:
 - (i) details of the mechanism by which the Termination Payment is calculated;
 - (ii) full particulars of the estimated Contract Breakage Costs in respect of each Sub-Contract and appropriate supporting documentation; and
 - (iii) such information as the Department may reasonably require; and
 - (c) state the period for which that Termination Estimate remains valid, which shall be not less than 20 Business Days.
- 8.3 The Contractor acknowledges that issue of a Request for Estimate shall not be construed in any way as to represent an intention by the Department to terminate this Contract.

ANNEX 1: MAXIMUM BREAKAGE COSTS PAYMENT

The table below sets out, by Contract Year, the maximum amount of Breakage Costs that the Department shall be liable to pay to the Contractor pursuant to this Contract:

Termination Date	Maximum Breakage Costs Payment
Anytime in the first Contract Year	£350,000.00
Anytime in the second Contract Year	£150,000.00

SCHEDULE 13 – CONDUCT OF CLAIMS

1. INDEMNITIES

- 1.1 This Schedule shall apply to the conduct, by a Party from whom an indemnity is sought under this Agreement (the “Indemnifier”), of claims made by a third person against a party having (or claiming to have) the benefit of the indemnity (the “Beneficiary”).
- 1.2 If the Beneficiary receives any notice of any claim for which it appears that the Beneficiary is, or may become, entitled to indemnification under this Agreement (a “Claim”), the Beneficiary shall give notice in writing to the Indemnifier as soon as reasonably practicable and in any event within 10 Working Days of receipt of the same.
- 1.3 Subject to Paragraph 2, on the giving of a notice by the Beneficiary, where it appears that the Beneficiary is or may be entitled to indemnification from the Indemnifier in respect of all (but not part only) of the liability arising out of the Claim, the Indemnifier shall (subject to providing the Beneficiary with a secured indemnity to its reasonable satisfaction against all costs and expenses that it may incur by reason of such action) be entitled to dispute the Claim in the name of the Beneficiary at the Indemnifier’s own expense and take conduct of any defence, dispute, compromise or appeal of the Claim and of any incidental negotiations relating to the Claim. If the Indemnifier does elect to conduct the Claim, the Beneficiary shall give the Indemnifier all reasonable cooperation, access and assistance for the purposes of such Claim and, subject to Paragraph 2.2, the Beneficiary shall not make any admission which could be prejudicial to the defence or settlement of the Claim without the prior written consent of the Indemnifier.
- 1.4 With respect to any Claim conducted by the Indemnifier pursuant to Paragraph 1.3:
- (a) the Indemnifier shall keep the Beneficiary fully informed and consult with it about material elements of the conduct of the Claim;
 - (b) the Indemnifier shall not bring the name of the Beneficiary into disrepute;
 - (c) the Indemnifier shall not pay or settle such Claim without the prior written consent of the Beneficiary, such consent not to be unreasonably withheld or delayed; and
 - (d) the Indemnifier shall conduct the Claim with all due diligence.
- 1.5 The Beneficiary shall be entitled to have conduct of the Claim and shall be free to pay or settle any Claim on such terms as it thinks fit and without prejudice to its rights and remedies under this Agreement if:
- (a) the Indemnifier is not entitled to take conduct of the Claim in accordance with Paragraph 1.3;
 - (b) the Indemnifier fails to notify the Beneficiary in writing of its intention to take conduct of the relevant Claim within 10 Working Days of the notice from the Beneficiary or if the Indemnifier notifies the Beneficiary in writing that it does not intend to take conduct of the Claim; or
 - (c) the Indemnifier fails to comply in any material respect with the provisions of Paragraph 1.4.

2. SENSITIVE CLAIMS

- 2.1 With respect to any Claim which the Beneficiary, acting reasonably, considers is likely to have an adverse impact on the general public’s perception of the Beneficiary (a “Sensitive Claim”), the Indemnifier shall be entitled to take conduct of any defence, dispute, compromise or appeal of the Sensitive Claim only with the Beneficiary’s prior written consent. If the Beneficiary withholds such consent and elects to conduct the defence, dispute, compromise or appeal of the Sensitive Claim itself, it shall conduct the Sensitive Claim with all due diligence and if it fails to do so, the Indemnifier shall only be liable to indemnify the Beneficiary in respect of that amount which would have been recoverable by the Beneficiary had it conducted the Sensitive Claim with all due diligence.
- 2.2 The Beneficiary shall be free at any time to give written notice to the Indemnifier that it is retaining or taking over (as the case may be) the conduct of any Claim, to which Paragraph 1.3 applies if, in the reasonable opinion of the Beneficiary, the Claim is, or has become, a Sensitive Claim.

3. RECOVERY OF SUMS

- 3.1 If the Indemnifier pays to the Beneficiary an amount in respect of an indemnity and the Beneficiary subsequently recovers (whether by payment, discount, credit, saving, relief or other benefit or otherwise) a sum which is directly referable to the fact, matter, event or circumstances giving rise to the Claim, the Beneficiary shall forthwith repay to the Indemnifier whichever is the lesser of:
- (a) an amount equal to the sum recovered (or the value of the discount, credit, saving, relief, other benefit or amount otherwise obtained) less any out-of-pocket costs and expenses properly incurred by the Beneficiary in recovering or obtaining the same; and
 - (b) the amount paid to the Beneficiary by the Indemnifier in respect of the Claim under the relevant indemnity.

4. MITIGATION

- 4.1 Each of the Authority and the Supplier shall at all times take all reasonable steps to minimise and mitigate any loss for which the relevant Party is entitled to bring a claim against the other Party pursuant to the indemnities in this Schedule.

SCHEDULE 14 - CONTRACTOR'S DIGITAL PLATFORM

1. Definitions

1.1. In this Schedule, the following words shall have the following meanings and:

"Department Property"	the property, other than real property and IPR, including the Department System, any equipment issued or made available to the Contractor by the Department in connection with this Contract;
"Department Software"	any software which is owned by or licensed to the Department and which is or will be used by the Contractor for the purposes of providing the Services;
"Department System"	the Department's computing environment (consisting of hardware, software and/or telecommunications networks or equipment) used by the Department or the Contractor in connection with this Contract which is owned by or licensed to the Department by a third party and which interfaces with the Contractor System or which is necessary for the Department to receive the Services;
"Commercial off the shelf Software" or "COTS Software"	non-customised software where the IPR may be owned and licensed either by the Contractor or a third party depending on the context, and which is commercially available for purchase and subject to standard licence terms
"Contractor System"	means the information and communications technology systems and software used by the Contractor in supplying the Services, including the Provider's hosted website or webpages (relevant to the services), mobile app, COTS software, the Provider's equipment, configuration and management utilities, calibration and testing tools and related cabling.
"Defect"	<p>any of the following:</p> <ul style="list-style-type: none">a) any error, damage or defect to the Contractor's System that affects the delivery of the Services; orb) any error or failure of code within the software which causes any part of the Contractor's or Department System to malfunction or to produce unintelligible or incorrect results; orc) any failure to provide the performance, features and functionality specified by the Contractor (including any adverse effect on response times) regardless of whether or not it prevents the relevant part of the Contractor's System from passing any test required under this Contract; ord) any failure of any part of the Contractor's System to operate in conjunction with or interface with any other part of the Contractor's or Department System in order to provide the performance, features and functionality required to deliver the Services;

- e) any failure to provide the performance, features and functionality specified by the Contractor (including any adverse effect on response times) regardless of whether or not it prevents the relevant part of the Contractor's System from passing any test required under this Contract; or
- f) any failure of any part of the Contractor's System to operate in conjunction with or interface with any other part of the Contractor's or Department System in order to provide the performance, features and functionality required to deliver the Services;

"Emergency Maintenance"

ad hoc and unplanned maintenance provided by the Contractor where either Party reasonably suspects that the ICT Environment or the Services, or any part of the ICT Environment or the Services, has or may have developed a fault;

"ICT Environment"

the Department System and the Contractor System;

"Licensed Software"

all and any Software licensed by or through the Contractor, its Subcontractors or any third party to the Department for the purposes of or pursuant to this Contract, including any COTS Software;

"Maintenance Schedule"

has the meaning given to it in paragraph 5 of this Schedule;

"Malicious Software"

any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence;

"New Release"

an item produced primarily to extend, alter or improve the Contractor System or any part of it by providing additional functionality or performance enhancement (whether or not defects in the Software are also corrected) while still retaining the original designated purpose of that part of the Contractor's System;

"Open Source Software"

computer software that has its source code made available subject to an open-source licence under which the owner of the copyright and other IPR in such software provides the rights to use, study, change and distribute the software to any and all persons and for any and all purposes free of charge;

"Operating Environment"

means the Department System and any premises (including the Department Premises, the Contractor's premises or third party premises) from, to or at which:

- a) the Services are (or are to be) provided; or
- b) the Contractor manages, organises or otherwise directs the provision or the use of the Services; or

c) where any part of the Contractor System is situated;

"Permitted Maintenance"

has the meaning given to it in paragraph 55.2 of this Schedule;

"Software"

Specially Written Software COTS Software and non-COTS Contractor and third party Software;

"Source Code"

computer programs and/or data in eye-readable form and in such form that it can be compiled or interpreted into equivalent binary code together with all related design comments, flow charts, technical information and documentation necessary for the use, reproduction, maintenance, modification and enhancement of such software;

"Specially Written Software"

any software (including database software, linking instructions, test scripts, compilation instructions and test instructions) created by the Contractor (or by a Sub-Contractor or other third party on behalf of the Contractor) specifically for the purposes of this Contract, including any modifications or enhancements to COTS Software. For the avoidance of doubt Specially Written Software does not constitute New IPR;

2. Licensed software warranty

2.1. The Contractor represents and warrants that:

- 2.1.1. it has and shall continue to have all necessary rights in and to the Licensed Software used by or on behalf of the Contractor (and/or any Sub-Contractor) which are necessary for the performance of the Contractor's obligations under this Contract;
- 2.1.2. all components of the Contractor System (including any Specially Written Software) shall:
 - 2.1.2.1. be free from Defects, material design flaws and programming errors;
 - 2.1.2.2. perform in all material respects in accordance with the Annex A of this Schedule; and
 - 2.1.2.3. not infringe any IPR; and
 - 2.1.2.4. enables changes required to update the Department's operations to be started within 4 weeks.

3. Provision of the Digital Platform

3.1. The Contractor shall:

- 3.1.1. ensure that the release of any new COTS Software licensed by the Contractor, or upgrade to any Software in which the Contractor owns the IPR complies with the interface requirements of the Department and (except in relation to new Software or upgrades which are released to address Malicious Software) shall notify the Department three (3) Months before the release of any new COTS Software or Upgrade that could impact the Department's operations when providing the Services;
- 3.1.2. ensure that any COTS Software licensed by the Contractor, or any Software in which the Contractor owns the IPR can integrate with the Departments systems via APIs when the Department's operations require it;
- 3.1.2. ensure that all Software including upgrades, updates and New Releases used by or on behalf of the Contractor (and/or any Sub-Contractor) are currently supported versions of

that Software and perform in all material respects in accordance with the relevant specification;

- 3.1.3. ensure that the Contractor System will be free of all encumbrances;
- 3.1.4. ensure that the Contractor System is fully compatible with any Contractor Software, Contractor System, or otherwise used by the Contractor in connection with this Contract;
- 3.1.5. minimise any disruption to the Services and the ICT Environment and/or the Department's operations when providing the Services;
- 3.1.6. Correct any Defects and security flaws as soon as practicable;
- 3.1.7. Non-functional requirements:
- 3.1.8. ensure that the Digital Platform is fully scalable to meet current and future needs, without having any negative impact upon the performance (and user experience) of the solution;
- 3.1.9. have an understanding of non-functional requirements and build them into the Digital Platform i.e. volumetrics, usability, security, accessibility, interoperability, reliability, maintainability, availability, scalability, portability and compatibility;
- 3.1.10. makes use of Software that complies with Good Industry Practice including availability, change, incident, knowledge, problem, release & deployment, request fulfilment, service asset and configuration, service catalogue, service level and service portfolio management. Software that has been assessed under the ITIL Software Scheme must be at least compliant to "Bronze Level", to be deemed acceptable. Accessibility:
- 3.1.11. ensure its Digital Platform meets industry standards for accessibility and is compliant with WCAG V2.1 to 'AA' Standard <https://www.w3.org/TR/WCAG21/> and ISO 9241-171:2008 (Ergonomics of human-system Interface);
- 3.1.12. ensure that the Digital Platform is compatible with the following 'Assistive Technologies': JAWS, Zoomtext, Dragon NaturallySpeaking, and Dolphin Supernova or equivalent.

Hosting

- 3.1.13. ensure the Digital Platform is hosted within the UK mainland, ensuring all development, management, support, processing and storage of Departmental Data remains within the UK and in compliance with domestic standards. Hosting within the European Union (EU) is also acceptable, provided that the supplier can demonstrate its adherence to the Information Commissioner's Office's (ICO) regarding preparation for EU exit.
- 3.1.14. Hosting within other non-hostile nations, such as the USA, will be considered on a case-by-case basis. The supplier must demonstrate that they will quickly respond to any future compliance requirements from the information Commissioner's Offices.

4. Audit

- 4.1. The Contractor shall allow any auditor access to the Contractor premises to:
 - 4.1.1. inspect the ICT Environment and the wider service delivery environment (or any part of them);
 - 4.1.2. review any records created during the design and development of the Contractor System and pre-operational environment such as information relating to testing;
 - 4.1.3. review the Contractor's quality management systems relating to the Contractor's System including all relevant quality plans.

5. Maintenance of the ICT Environment

- 5.1. The Contractor shall create and maintain a rolling Schedule of planned maintenance to the ICT Environment ("**Maintenance Schedule**") and make it available to the Department.
- 5.2. The Contractor shall only undertake such planned maintenance (which shall be known as "**Permitted Maintenance**") in accordance with the Maintenance Schedule.

- 5.3. The Contractor shall give as much notice as is reasonably practicable to the Department prior to carrying out any Emergency Maintenance.
- 5.4. The Contractor shall carry out any necessary maintenance (whether Permitted Maintenance or Emergency Maintenance) where it reasonably suspects that the ICT Environment or any part thereof has or may have developed a fault or a security risk has been identified. Any such maintenance shall be carried out in such a manner and at such times so as to avoid (or where this is not possible so as to minimise) disruption to the ICT Environment and the provision of the Services.

6. Malicious Software

- 6.1.1. The Contractor shall, throughout the Term, use the latest versions of anti-virus definitions and software available from an industry accepted anti-virus software vendor to check for, contain the spread of, and minimise the impact of Malicious Software.
- 6.1.2. If Malicious Software is found, the Parties shall co-operate to reduce the effect of the Malicious Software and, particularly if Malicious Software causes loss of operational efficiency or loss or corruption of Government Data, assist each other to mitigate any losses and to restore the provision of the Services to its desired operating efficiency.
- 6.1.3. Any cost arising out of the actions of the Parties taken in compliance with the provisions of paragraph 6.1.2 shall be borne by the Parties as follows:
- 6.1.3.1. by the Contractor, where the Malicious Software originates from the Contractor Software, the third party Software supplied by the Contractor or the Government Data (whilst the Government Data was under the control of the Contractor) unless the Contractor can demonstrate that such Malicious Software was present and not quarantined or otherwise identified by the Department when provided to the Contractor; and
- 6.1.3.2. by the Department, if the Malicious Software originates from the Department Software or the Department Data (whilst the Department Data was under the control of the Department).

7. Service Management Software & Standards

- 7.1. The Contractor complies with either;
- 7.1.1. the HM Government Service Standard [<https://www.gov.uk/service-manual/service-standard>] or;
- 7.1.2. The Contractor complies with relevant industry and HM Government standards and best practice guidelines in the management of the Services, including the following and/or their equivalents:
- a) ITIL 4;
 - b) ISO/IEC 20000-1:2018 "ITSM Specification for Service Management";
 - c) ISO/IEC 20000-2:2019 "ITSM Code of Practice for Service Management";
 - d) ISO 10007 "Quality management systems – Guidelines for configuration management"; and
 - e) ISO/IEC 27031:2011, ISO 22301 and ISO/IEC 24762:2008 in the provision of "IT Service Continuity Strategy" or "Disaster Recovery" plans.

ANNEX TO SCHEDULE 14 - SERVICE LEVELS

1. DEFINITIONS

1.1. In this part, the following words shall have the following meanings:

"Critical Service Level Failure"	means a failure by the Contractor to meet any Service Level for a continuous period of 7 calendar days or a combined period of more than 14 days in a 28-day period.
"Service Levels"	means the service levels set out in Table 10 of this Annex to Schedule 14.
"Service Level Failure"	means a failure by the Contractor to meet the Service Level Performance Measure in respect of a Service Level.
"Service Level Performance Measure"	shall be as set out against the relevant Service Level in Table 10 of this Annex to Schedule 14.

2. Service Levels

2.1. If the level of performance of the Contractor's System:

- 2.1.1. is likely to or fails to meet any Service Level Performance Measure; or
- 2.1.2. is likely to cause or causes a Critical Service Level Failure to occur, the Contractor shall immediately notify the Department in writing and the Department, in its absolute discretion and without limiting any other of its rights, may:
- 2.1.3. require the Contractor to immediately take all remedial action that is reasonable to mitigate the impact on the Department and to rectify or prevent a Service Level Failure from taking place or recurring; or
- 2.1.4. apply the measures outlined in paragraphs 2.11 to 2.15 of Schedule 2: Part 2.

3. Planned maintenance

3.1. The current planned maintenance times are as specified in the Contractor's latest Maintenance Schedule

4. Failure to meet the Service Levels

- 4.1. The Contractor shall at all times meet the Service Level Performance Measure for each Service Level.
- 4.2. The Contractor acknowledges that any Service Level Failure shall entitle the Department to the rights set out in Paragraph 2 of this Annex to Schedule 14.
- 4.3. The Contractor shall make MI Reports available to the Department detailing the level of compliance which was achieved against each Service Level Performance Criteria in accordance with the provisions of Schedule 2.

Table 10 - Service Levels			
Service Level Performance Criteria	Service Level Reference	Description	Required Compliance (%) (Service Level Performance Measure)

Contractor's System	CS1	The Contractor's System shall be resilient and made available 24 hours per day, fifty-two (52) weeks a year, except for agreed downtime and maintenance. Plans should be made if the system is to be offline.	99%
Maintenance and Upgrades	MU1	All essential Scheduled maintenance and/or system upgrades to the Contractor's System shall occur outside the hours of 07:30 to 20:00 GMT (or BST as appropriate) Monday to Friday.	99%
	MU2	The Contractor shall provide prior notification of maintenance and/or system upgrades to the Department.	100%
	MU3	Where applicable (e.g. on a website or app), a message shall be placed on the Contractor's System at least 2 weeks in advance of any maintenance or upgrade taking place, followed by subsequent reminders 48 and 24 hours prior to the maintenance or upgrade.	100%
	MU4	When required the Contractor and Department shall ensure any system maintenance/upgrades are tested prior to the upgraded version release going live.	100%
Correction of Defects	D1	Defects to be corrected within 24hrs of identification.	99%
Remediation of Security Risks	D2	Security Risks to be remediated within 7 days of identification.	99%
Changes to Departments operations	D3	The Contractor will attend digital updates hosted by the Department to explore delivery consequences of the digital delivery roadmap.	99%
	D4	Where formal notification issued, changes required to facilitate updates to the Department's operations to be started within 4 weeks.	99%