

CONTRACT ORDER FORM

This Contract Order Form is issued in accordance with the provisions of the Apprenticeship Training Provider Dynamic Marketplace (DMP) Agreement for the provision of **Apprenticeship Training Services RM6102**. Dated 30.04.2019

The Supplier agrees to supply the Goods and/or Services specified below on and subject to the terms of this Contract.

For the avoidance of doubt this Contract consists of the terms set out in this Contract Order Form and the Contract Terms

Order Number	TBC
From	Department for Work and Pensions REDACTED – Kings Court, Sheffield S3 7UF (“Customer”)
To	Intelligencia Training Limited, REDACTED – 3 Appley Ct, Haynes, Bedfordshire, MK45 3QQ (“Supplier”)

1. CONTRACT PERIOD

1.1	Commencement Date	01/04/21
1.2	Expiry Date	31/03/23
End date of Call Off initial period End date of Optional Call Off Extension Periods. This is subject to the agreement of both parties. Minimum written notice to Supplier in respect of extension:		31/03/23 Extension Option 1: 31/03/24 Extension Option 2: 31/03/25 3 months

2. SERVICES REQUIRED

2.1	Services Required.	Delivery of Apprenticeship Standards outlined at section 3.1 and as outlined in in Contract Schedule 2 (Goods and/or Services)
-----	--------------------	--

APPRENTICESHIP TRAINING PROVIDER SERVICES / END POINT ASSESSOR SERVICES / BOTH.	Both
LOCATION	National delivery
APPRENTICESHIP TYPE AND SPECIFIC APPLICABLE INSTITUTE FOR APPRENTICESHIPS STANDARD	ST0747 CFCD Counter Fraud Investigator L4
NUMBER OF STUDENTS	REDACTED
CLASS BASED ADDITIONAL SERVICES	Blended delivery None

3. CONTRACT PERFORMANCE

3.1	Required Apprenticeship Standard	ST0747 CFCD Counter Fraud Investigator Level 4
3.2	Quality Standards	Continued adherence to the relevant Institute for Apprenticeships industry standard. (www.instituteforapprenticeships.org/) Maintained ESFA registration and accreditation. General industry good practice
3.3	SLA's / Key Success Factors	The Parties agree that the following shall apply: • Communications: to both provide quick response times for learners, a response/reply is to be conducted within 48 hours'. • MI: the production of weekly updates for those learners undertaking induction initially and reverting to monthly thereafter. The submitted MI shall include updates on gateways, success rates, and flagging any possible/potential risks. The format and the applicable dates for actual submission of MI is to be agreed. • Bespoke: that understanding work coach roles and responsibilities, forward planning for study time and the unavailability of learners due to the pre-booking of learner diaries for appointments with the customers' client base, weeks in advance, means that

		early scheduling of appointments with Learners shall need to be undertaken. • Escalation: shall develop a clear escalation route so learners and Line Managers know who to access to report issues, raise queries or concerns. Create and maintain a clear escalation route for the Customers Apprenticeship Team. • Timescales: Ensure timely feedback and marking from talent coaches and tutors. It is agreed that these SLA's/Success Factors shall continually evolve as the programme develops,
--	--	--

4. PAYMENT

4.1	Contract Charges	ST0747 CFCD Counter Fraud Investigator L4 Contract Charges (Maximum) £450,000.00 REDACTED These costs are based on indicative volumes only. DWP makes no guarantee on volumes. Contract Charges comprises: Levy services funded by ESFA;
		Top up for fees in excess of ESFA band NIL; Additional extra services NIL Includes the cost of any subcontractors and the cost of an approved end point assessor (EPA). Other applicable charges: Where a Learner has to undertake a resit, the Supplier shall absorb this applicable cost against 1 resit per learner. The said absorption shall apply only where the learner has been fully engaged and supported by their line manager, instances of where this has not occurred shall become chargeable and the applicable charges raised and applied against the Customer. Where an EPA Assessment has been cancelled, the Supplier shall only pay applicable cancellation charges where the cancellation was caused through the fault of the Supplier. Where the cancellation was caused as a result of the learner or the learners line manager and the Supplier has been unable to rearrange without charge then the applicable cancellation charges from the EPA will be charged to the Customer.
4.2	Payment terms/Profile	Payment to be made in accordance with the current in force ESFA funding rules, and via the ESFA's digital apprenticeship service.
4.3	Customer billing address	Payments will be made via the ESFA's digital apprenticeship service levy-funding system

5. LIABILITY AND INSURANCE

5.1	Suppliers limitation of Liability	In Clause 25.3 of the Contract Terms
5.2	Insurance	(Clause 26.3 of the Contract Terms): Professional Indemnity Insurance cover of £1 million any one claim. Public Liability Insurance cover of £1 million any one claim. Employers Liability insurance cover of £5 million any one claim.

FORMATION OF CONTRACT

By signing and completing this Contract Order Form the Supplier and the Customer agree to enter into a binding contract governed by the terms of this Contract Order Form and the attached terms and conditions.

For and on behalf of the Supplier:

Name and Title	
Date	

For and on behalf of the Customer:

Name and Title	
Date	