**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 **Level 4 Apprenticeship Provider.** Dated [ 13/03/2023].

The Supplier agrees to supply the 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

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| Order Number | CCDE23A01 |
| From | GOVERNMENT SECURITY PROFESSION (part of government security group)  (“Customer”) |
| To | Cranfield University (“Supplier”) |

1. CONTRACT PERIOD

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| 1.1 | Commencement Date | 28/03/2023 |
| 1.2 | Expiry Date  (Apprenticeship programme completion date / End Point Assessment completion date) | 27/03/2027  The Buyer reserves the option to extend the call-off contract by one period of up to 12 months subject to further budgetary approval. |

2. SERVICES REQUIRED

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| 2.1 | Services Required.    APPRENTICESHIP TRAINING PROVIDER SERVICES / END POINT ASSESSOR SERVICES / BOTH.  LOCATION  APPRENTICESHIP TYPE AND SPECIFIC APPICABLE INSTITUTE FOR APPRENTICESHIPS STANDARD  NUMBER OF STUDENTS  CLASS BASED  ADDITIONAL SERVICES | 1. The requirement is to provide and deliver training against the Level 6 Cyber Security Technical Professional (Integrated Degree). Please refer to Annex A – Statement of Requirements and Annex B – Supplier Proposal 2. Both. 3. To be carried out at the University site. But across England if there is scope. 4. ST0409 5. 10 6. Mix of face-to-face and online training which can be delivered at a pre-specified location. ​A number of platforms may need to be provided to allow individuals across government to participate without difficulty. 7. No additional services required. |

3. CONTRACT PERFORMANCE

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| 3.1 | Required Apprenticeship Standard | Level 6 Cyber Security Technical Professional (Integrated Degree) - [ST0 409](https://www.instituteforapprenticeships.org/apprenticeship-standards/cyber-security-technical-professional-integrated-degree-v1-1) |

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| 3.1 | Quality Standards | Continued adherence to the relevant Institute for Apprenticeships industry standard. ([www.instituteforapprenticeships.org/](http://www.instituteforapprenticeships.org/))  Maintained ESFA registration and accreditation.  General industry good practice |

4. PAYMENT

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| 4.1 | Contract Charges | The total contract value shall be £240,000.00 ex VAT. The Buyer reserves the option to extend the call-off contract by one period of up to 12 months subject to further budgetary approval. |
| 4.2 | Payment terms/Profile | Payment to be made in accordance with the current in force ESFA funding rules.  Further additional terms in Annex 2 of Contract Schedule 3 |
| 4.3 | Customer billing address | REDACTED TEXT under FOIA Section 40, Personal Information. |

5. LIABILITY AND INSURANCE

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| 5.1 | Suppliers limitation of Liability | In Clause 25 of the Contract Terms |
| 5.2 | Insurance | 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:

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| Name and Title | REDACTED TEXT under FOIA Section 40, Personal Information. |
| Date | REDACTED TEXT under FOIA Section 40, Personal Information. |

For and on behalf of the Customer:

|  |  |
| --- | --- |
| Name and Title | REDACTED TEXT under FOIA Section 40, Personal Information. |
| Date | REDACTED TEXT under FOIA Section 40, Personal Information. |

**Special Terms - KPIs & SLAs**

The below KPIs and SLAs to supersede or replace the ones mentioned within any of the contract terms.

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| KPI | KPI Description | Target |
| KPI 1 | The Supplier to maintain sufficient management information to enable an effective RAG status to be maintained for each apprentice’s development and progress towards completion. | 100% |
| KPI 2 | The RAG status to be shared with Government Security Profession (GSP) and the relevant host department quarterly. GSP will also maintain a RAG status (based on feedback from host departments) for comparison at quarterly review meetings with the Supplier. | 100% |
| KPI 3 | An apprentice must not be at ‘Red’ or ‘Amber’ due to an issue with the provision of apprenticeship training or lack of pastoral care from the Supplier. In this eventuality, the supplier should provide evidence to GSP on the cause and the mitigations planned to resolve this. Repeated instances of this KPI not being met will lead to review of the contract. | 100% |

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| SLA | Service Area | SLA description | Target |
| SLA 1 | Set up | Cohort start. | Within 4 weeks of registration. |
| SLA 2 | Set up | Run an induction for new apprentices including: SLA 3 | F First week of apprenticeship. |
| SLA 3 | Set up | Timetable of apprenticeship programme Managers’ Guide | Timetable of programme’s first year to be given to apprentices at induction.  Managers’ Guide to be provided to host departments and GSP one month before induction. |
| SLA 4 | Governance | The Supplier to maintain accurate contact information for both GSP and themselves, keeping GSP up to date with any key contact personnel changes. | Ongoing |
| SLA 5 | Governance | Apprentice Development Review. Meet with GSP to highlight any issues, potential improvements or changes and provide further support where necessary. | Quarterly |
| SLA 6 | Governance | Service Delivery Review. Meet with GSP to review and highlight any key issues, changes or activity to prepare for the next 6 months. This will also give the opportunity for senior GSP representatives to contribute if necessary. | Every 6 months |
| SLA 7 | Governance | The learning provider will provide a named contact with whom GSP can liaise directly, for example, so that urgent issues may be addressed without an intermediary. | Ongoing |
| SLA 8 | Administration | Consistent functionality of Customer Service Support (telephony, emails, course booking service) | Customer service support is contractually required to be operational between the hours of 08:30 and 17:30 on any working weekday (excluding bank holidays). |
| SLA 9 | Administration | Responses to requests from GSP and host departments’ representatives | 90% within 48 hours and 100% within 5 days |
| SLA 10 | Administration | Resolution of telephone and email enquiries | 95% within 24 hours (working hours) of receipt and 99% within 5 working days of receipt |
| SLA 11 | Administration | Acknowledgement of complaints | Within 24 hours (working hours) of receipt |
| SLA 12 | Administration | Resolution of complaints | 90% within 10 working days of receipt and 100% within 20 days of receipt. |
| SLA 13 | Administration | All communication with learners should be done through student email, not a combination of VLE notifications, personal email, student email, etc. | Ongoing |
| SLA 14 | Administration | Provision of completion certificates in a prompt and timely manner. | 99% within 8 weeks of completion of the apprenticeship |
| SLA 15 | Administration | Provision of course dates prior to the start of semester | 2 weeks before the start of semester |
| SLA 16 | Administration | A reasonable timeframe for returning drafts to learners to give time to submit the final assessment | To be agreed between GSP and Supplier |
| SLA 17 | Teaching staff | Notification of change of coach/assessor. | Notification to apprentice and the customer apprentice lead, if applicable, at least 5 working days’ notice of a planned change before change |
| SLA 18 | Teaching staff | Replacement of coach/assessor. | New coach/assessor to be in place no more than 5 working days after previous coach/assessor - apprentice should not be without a coach/assessor for more than 5 working days |
| SLA 19 | Teaching staff | Skills coach to meet with learners individually (virtually or face-to-face) | 8 – 10 weeks. |
| SLA 20 | Teaching staff | Tutor marking of assignments | Within 2 weeks of submission deadline |
| SLA 21 | Training | Timetable of apprenticeship programme | Apprentice to be notified of any changes to apprenticeship programme timetable at least 3 months before scheduled change |
| SLA 22 | Training | Acknowledgement of cancellation of workshop / review meeting to individual and line manager | Within 24 hours (working hours) of receipt |
| SLA 23 | Training | All materials are on site and available on day of delivery | All materials must be delivered to the nominated address supplied by the departmental requestor or host before the start time of the face-to-face event |
| SLA 24 | Training | Supplier to inform host department of any absence from training. | Within 4 hours. |
| SLA 25 | Training | The supplier will send copies of the assignment brief to GSP one week prior to the assignment brief being released to learners. | Ongoing |
| SLA 26 | Training | Learners with reasonable adjustments, for example those with dyslexia, should be granted an extension on all pieces of work as standard, and should not have to apply for a separate extension each semester. | Ongoing |
| SLA 27 | Training | Extension requests should apply to both draft and final assignment submissions. | Ongoing |
| SLA 28 | Training | All taught lessons to be recorded and made available to all apprentices | Within 5 working days of the lesson taking place |
| SLA 29 | Management Information | Provision of detailed apprentice development reports | To be agreed between GSP and supplier |
| SLA 30 | Management Information | Inform GSP representatives and learner’s line manager of any apprentice’s progression being flagged as ‘red’. | Within 5 working days of identification. 100% at all times. |
| SLA 31 | Management Information | Relevant apprentice development management information shall be delivered on time to GSP with evidence that data has been quality assured and MI is as accurate as possible. | Monthly; 5th working day of the following month |

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