

Order Schedule 20 (Order Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyer under this Order Contract.

1. BACKGROUND TO THE BUYER

- 1.1 The Buyer (Cabinet Office) sits at the centre of government, supporting the Prime Minister and the Cabinet, to ensure effective development, coordination and implementation of policy and operations across all government departments. The Buyer is the corporate headquarters for government, in partnership with HM Treasury, and takes the lead in certain critical policy areas.
- 1.2 The Equality Hub is part of the Cabinet Office. The Equality Hub focuses on disability policy, ethnic disparities, gender equality, LGBT rights, and the overall framework of equality legislation in the UK. The Minister for Women and Equalities is the lead minister for the Equality Hub. More information can be found here: <https://www.gov.uk/government/organisations/the-equality-hub>

2. BACKGROUND TO REQUIREMENT

- 2.1 The UK's STEM skills shortage is a well-documented problem and despite good progress in increasing the number of girls studying STEM subjects at school, females make up just 29.4% of the STEM workforce (Annual Population Survey, 2020).¹ Providing opportunities in STEM can improve earnings potential and help to drive our economy forward in the postpandemic recovery.
- 2.2 The pilot programme aims to:
 - 2.2.1 Increase awareness of the value of STEM returners;
 - 2.2.2 Increase the uptake of STEM returner opportunities; and
 - 2.2.3 Develop insights and guidance for returning to STEM.
- 2.3 The Equality Hub defines a 'returner' as a person who left paid employment for at least a year to take on a caring responsibility and would like to return to paid work at a level commensurate with their skills and experience. A returner may also be someone who returned to paid employment following a career break at a lower skill level to that which they left. Their caring responsibility may be ongoing or former and may relate to children and/or adults. There are

¹ Estimates currently use 2020 APS data, due to a miscoding of occupational data collected from January 2021 to September 2022. Revisions are due from ONS in Spring 2023.

approximately 800,000 potential returners in the UK, of which almost 9 in 10 are female (Annual Population Survey, 2021).

3. SCOPE OF REQUIREMENT

3.1 The Supplier will be responsible for managing the project in its entirety for the duration of the Contract. This includes:

- 3.1.1 Launching the pilot, including developing an engagement strategy that targets returners and employers, raises awareness, and shares successes and achievements for the lifetime of the contract.
- 3.1.2 Carrying out due diligence with individual participants of the pilot (returners, employers, and partners), considering specific agreements, commitments, and data protection regulation relating to returners and/or employers participating in the programme.
- 3.1.3 Facilitating in-house or externally procured training and support for returners and employers.
- 3.1.4 Facilitating and brokering work opportunities between returners and employers, with a focus on paid employment pathways.
- 3.1.5 Collecting data for evaluation, using suitable evaluation tools and systems that captures participant data, feedback, as well as case studies from returners, employers, and partners.
- 3.1.6 Working with the Equality Hub to identify engagement opportunities for returners and employers, including communications with government officials, ministers, and the wider public where appropriate.
- 3.1.7 Working with the Equality Hub to agree and maintain governance mechanisms and a reporting rhythm that provides accurate and timely updates on activity, outcomes, and emerging risks.

4. MANAGEMENT INFORMATION / REPORTING

- 4.1 The Supplier will be expected to work with the Equality Hub to identify an appropriate and regular governance rhythm and reporting structure to effectively monitor programme activity and outcomes.
- 4.2 The Supplier will be expected to regularly capture and report programme data to the Equality Hub as part of the Contract. This data will include financial data (such as programme spend across specified cost categories), social media analytics, programme outcomes (such as the number of returners receiving

training), and qualitative information (such as feedback from participants and partners).

5. CONTINUOUS IMPROVEMENT

- 5.1 The Supplier will be expected to continually improve the way in which the required Services are being delivered throughout the Contract duration.
- 5.2 The Supplier should present new ways of working to the Equality Hub during governance meetings.
- 5.3 Changes to the way in which the Services are to be delivered must be brought to the Equality Hub's attention and agreed prior to any changes being implemented.

6. STAFF AND CUSTOMER SERVICE

- 6.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 6.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 6.3 The Supplier shall ensure that staff understand the Equality Hub's vision and objectives and will provide excellent customer service to the Equality Hub throughout the duration of the Contract.

7. SERVICE LEVELS AND PERFORMANCE

- 7.1 The Equality Hub will measure the quality of the Supplier's delivery through outputs and targets agreed with the Supplier and outlined in Order Schedule 4.
- 7.2 The Buyer may, without prejudice to any other rights and remedies, withhold or reduce payments in the event of unsatisfactory performance. Each party (the Buyer and the Supplier) shall promptly notify the other party in writing when circumstances are identified that could result in an unsatisfactory performance.
- 7.3 Without prejudice to any other right or remedy it might have, the Buyer may terminate a Contract by written notice to the Supplier with immediate effect if the Supplier:
 - 7.3.1 Is in material breach of any obligation under the Contract which is not capable of remedy;

- 7.3.2 Is in material breach of any obligation under the Contract which is not remedied within 30 days of the Supplier receiving notice specifying the breach and requiring it to be remedied;
- 7.3.3 Repeatedly breaches any of the terms and conditions of the Contract;
- 7.3.4 Fails to comply with legal obligations in the field of environmental, social, or labour law.

8. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 8.1 The Supplier shall, and shall procure that all staff shall comply with any notification requirements under Data Protection Legislation and both parties (the Buyer and the Supplier) shall duly observe all their obligations under Data Protection Legislation which arise in connection with the Contract.
- 8.2 When handling customer (returner and employer) data, the Supplier shall ensure the security of the data is maintained in line with the security requirements of the customers as notified to the Supplier from time to time.

9. PAYMENT AND INVOICING

- 9.1 Each invoice shall include such supporting information required by the Buyer to verify the accuracy of the invoice, including the relevant Purchase Order and a breakdown of the services supplied in the invoice period.
- 9.2 Payment can only be made following satisfactory delivery of pre-agreed activity, outputs and targets. Where the Supplier fails to meet one or more milestones, but incurs a financial loss, then the Buyer may consider the use of service credits where a business case has been provided by the Supplier.
- 9.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 9.4 Invoices should be submitted to the Equality Hub via email to the Head of Return to Work Policy and Equality Hub Finance Mailbox (see Order Form).

10. CONTRACT MANAGEMENT

- 10.1 Attendance at Contract Review meetings shall be at the Supplier's own expense.
- 10.2 The Supplier shall attend progress meetings with the Equality Hub at a frequency and time agreed between both parties and shall ensure that its representatives are suitably qualified to attend such meetings, and submit progress reports to the Equality Hub at the times and in the format agreed between both parties.

10.3 The Supplier shall develop, operate, maintain and amend, as agreed with the Equality Hub, processes for:

10.3.1 the identification and management of risks;

10.3.2 the identification and management of issues;

and

10.3.3 monitoring and controlling project plans.

11. QUALITY ASSURANCE

11.1 The Supplier will ensure that all work and outputs are quality assured to the standard required by the Government Aqua Book². This includes making appropriate plans for quality assurance, undertaking an agreed review of the quality of outputs, and securing analytical sign-off before work is presented to the Equality Hub. The Supplier must be able to evidence the quality assurance process, and demonstrate that it is robust and applied in all cases.

12. SOCIAL VALUE COMMITMENTS

12.1 The Supplier will ensure that inclusive ways of working are adopted to maximise project participation. The Supplier will also report to the Equality Hub on how to maximise the project legacy, including how the project can be sustained, replicated, and scaled following the Contract.

4.1 STEM Occupations and Sectors Targeted and Research Evidence

REDACTED TEXT under FOIA Section 43 Commercial Interests.

4.2 Length of Project, Geographic Regions and Partners

REDACTED TEXT under FOIA Section 43 Commercial Interests.

5.1 Project Outline and Key Milestones

REDACTED TEXT under FOIA Section 43 Commercial Interests.

5.2 Returner-Focused Activity and Outcomes

REDACTED TEXT under FOIA Section 43 Commercial Interests.

5.3 Employer-Focused Activity and Outcomes

²

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/416478/aqua_book_final_web.pdf

REDACTED TEXT under FOIA Section 43 Commercial Interests.

5.4 Create Work Opportunities with Employers

REDACTED TEXT under FOIA Section 43 Commercial Interests.

6.1 Experience supporting STEM Returners

REDACTED TEXT under FOIA Section 43 Commercial Interests.

6.2 Project Management Capabilities, Progress and Risk Monitoring

REDACTED TEXT under FOIA Section 43 Commercial Interests.

6.3 Data Collection, Feedback and Insights

REDACTED TEXT under FOIA Section 43 Commercial Interests.

7.1 Inclusive ways of working to maximise project participation.

REDACTED TEXT under FOIA Section 43 Commercial Interests.

7.2 Project legacy, including sustainability, replicability, and scalability

REDACTED TEXT under FOIA Section 43 Commercial Interests.