**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 The Provision of Apprenticeship Training for the CCS Level 2 Customer Service Practitioner Apprenticeship Programme, Dated Tuesday 16th December 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.

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| Order Number | CCHR19A97 |
| From | Crown Commercial Service (“Customer”) |
| To | Skills and Work Solutions Limited t/a The Growth Company (“Supplier”) |

1. CONTRACT PERIOD

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| 1.1 | Commencement Date | Friday 31st January 2020 |
| 1.2 | Expiry Date  (Apprenticeship programme completion date / End Point Assessment completion date) | Wednesday 31st March 2021 Option to extend the contract by a further twelve (12) month period until Thursday 31st March 2022 |

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 | The Supplier shall provide Apprenticeship Training Provider Services. The Supplier shall not be responsible for delivery of the end point assessments. The Supplier shall be responsible in conjunction with CCS for engaging with the end point assessment organisation to assess the Apprentice’s evidence from their programme and to ensure that the Candidates shall undertake the final assessment of the apprenticeship to determine if they have successfully completed this. The location of the Services will be carried out at Crown Commercial Service premises in Liverpool and Norwich. Level 2 Customer Service Practitioner Apprenticeship Programme  The anticipated total volumes for this requirement is for a total of up to five (5) apprentices (up to three (3) based in Liverpool and up to two (2) based in Norwich) to undertake this Apprenticeship Programme Delivery of the Apprenticeship training will be a combination of face to face and webinar sessions. Full details in Contract Schedule 13: Contract Tender |

3. CONTRACT PERFORMANCE

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| 3.1 | Required Apprenticeship Standard | Level 2 Customer Service Practitioner Apprenticeship Programme |
| 3.2 | 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 | Contract Charges = Up to a maximum of £20,125.00  Contract Charges comprises:  Levy services funded by ESFA; £3,500.00 per candidate  Top up for fees in excess of ESFA band; N/A  Additional extra services; This text has been redacted under the exemptions set out by the Freedom of Information Act.  Includes the cost of any subcontractors and the cost of an approved end point assessor. |
| 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 | Crown Commercial Service, Floor 9,  The Capital Building,  Old Hall Street, Liverpool, L3 9PP England |

5. LIABILITY AND INSURANCE

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| 5.1 | Suppliers limitation of Liability | In Clause 25 of the Contract Terms |
| 5.2 | Insurance | In Clause 26 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 | This text has been redacted under the exemptions set out by the Freedom of Information Act. |
| Date | This text has been redacted under the exemptions set out by the Freedom of Information Act. |

For and on behalf of the Customer:

|  |  |
| --- | --- |
| Name and Title | This text has been redacted under the exemptions set out by the Freedom of Information Act. |
| Date | This text has been redacted under the exemptions set out by the Freedom of Information Act. |