

## National Highways

### Statement of Requirements

#### APPRENTICESHIPS MANAGED SERVICE PROVIDER

## 1 CONTEXT

### 1.1 Introduction

- 1.1.1 National Highways National Highways is a wholly owned Government company with strong relationships with Department of Transport and Government. National Highways is responsible for managing the busiest network in Europe, carrying one-third of all road traffic and two-thirds of freight traffic in England. The strategic road network is a key enabler of economic growth and prosperity and is essential to the quality of life of the nation.

England's strategic road network consists of more than 4,300 miles of motorway and major A roads, including a highly complex asset base of more than 16,000 structures, 21,870 miles of roads, and 110,000 technology assets. For further background information on National Highways and details on our £11bn plans for the next five years please download a copy of our [Delivery Plan](#).

National Highways role is to deliver a better service for road users and to support a growing economy. It operates, manages and improves the strategic road network in the public interest, maintains the network on a day-to-day basis and provides effective stewardship of the network's long-term operation and integrity.

### 1.2 Vision

- 1.2.1 National Highways vision is to connect the country and comprises of three imperatives which are:

**Safety** – the safety of its employees, its service partners and its road users. Our imperative is to get every single one of our colleagues, contractors and customers home safe and well.

**Customer Service** – the customer service and experience that road users have.

**Delivery** – the delivery of the governments' road building and maintenance Programme which includes spending over £4 billion a year delivering its road network to its road users, stakeholders and customers.

### 1.3 Values

- 1.3.1 National Highways values are:

- **“safety** – we care about our customers, delivery partners and workforce and strive to see that no one is harmed when using or working on our network.”

- **“integrity** – we are custodians of the network, acting with integrity and pride in the long-term national interest.”
- **“ownership** – we have a clear vision for the future of the network and find new ways to deliver by embracing difference and innovation, while challenging conventions.”
- **“teamwork** – we have an open and honest dialogue with each other, as well as our customers, stakeholders and delivery partners.”
- **“passion** – building on our professionalism and expertise, we are always striving to improve, delivering a network that meets the needs of our customers.”

These values describe how National Highways will deliver its vision and imperatives, how to treat each other and expect to be treated; how it wants to be perceived as an organisation and how it does business.

## **2 INTRODUCTION**

- 2.1 The duration of the contract for Managed Service Provider - Apprenticeships contract is two (2) years with the option to extend the initial period for a maximum of (2) years, in one (1) year increments.
- 2.2 The Supplier shall provide all aspects of the requirements for Managed Service Provider Services as set out in this Statement of Requirements.

## **3 SCOPE OF THE REQUIREMENT**

### **3.1 Core Requirements**

This specification is for the provision of Apprenticeship Services. A supplier is required to source, onboard and manage all apprenticeship providers on behalf of National Highways. The contractual relationship with apprenticeship providers will remain with National Highways with the performance management of providers managed by the supplier. The supplier will act as a subject matter expert in all elements of apprenticeships and will provide advice and guidance that support National Highways with their apprenticeship targets and use of apprenticeships across the short, medium and long term. The service will include:

- 3.1.1 Onboarding of incumbent apprenticeship providers and current learners and new providers and learners.
- 3.1.2 Sourcing new apprenticeship providers where one does not already exist for a given apprenticeship, making recommendations for the most appropriate provider based on previous experience, apprenticeship coverage and reviews.
- 3.1.3 Acting as an intermediary between apprenticeship providers and National Highways to ensure all contractual documentation is completed and recorded. Making recommendations to both parties on the appropriateness of contract clauses.
- 3.1.4 Performance management of apprenticeship providers including regular monitoring of performance and managing any poor performance which is identified by the supplier, National Highways or OFSTED.

- 3.1.5 Setting up and maintaining regular reporting on apprentice progress. Gaining progress from apprenticeship providers and providing consolidated reports to National Highways.
- 3.1.6 Identifying where apprentices are not progressing on target and supporting National Highways to work with apprenticeship providers on improvement plans.
- 3.1.7 Acting as a subject matter expert in apprenticeships, providing updates on any changes, updates and new initiatives. Recommending how any updates could affect National Highways and suggesting how we respond.
- 3.1.8 Supporting National Highways with any projects related to apprenticeships for example the inclusion in any trailblazer groups or setting up new apprenticeship standards.
- 3.1.9 Working with National Highways and apprenticeship providers to ensure we have the right people on the right apprenticeship's standards, providing guidance where apprenticeships may not be the right one and suggesting alternatives.
- 3.1.10 Support National Highways with continuous improvement of their apprenticeship programmes and the understanding of apprenticeships within National Highways.
- 3.1.11 An end-to-end administration service of the apprenticeship process.
- 3.1.12 The Supplier will provide the services from their base location which can be anywhere across the UK and will be expected to source and engage with apprenticeship providers and National Highways stakeholders based across England. The provider will be expected to attend meetings virtually and where agreed face to face.

#### **4 MANDATORY SERVICE REQUIREMENTS:**

##### **4.1 Mandatory service requirements**

- 4.1.1 Onboarding of incumbent apprenticeship providers and current learners and new providers and learners.
- 4.1.2 Sourcing new apprenticeship providers where one does not already exist for a given apprenticeship, making recommendations for the most appropriate provider based on previous experience, apprenticeship coverage and reviews.
- 4.1.3 Acting as an intermediary between apprenticeship providers and National Highways to ensure all contractual documentation is completed and recorded. Making recommendations to both parties on the appropriateness of contract clauses.
- 4.1.4 Performance management of apprenticeship providers including regular monitoring of performance and managing any poor performance which is identified by the supplier, National Highways or OFSTED.

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- 4.1.11 An end-to-end administration service of the apprenticeship process.

## **5 EXISTING INFORMATION:**

### **5.1 Existing Information**

The client currently has the following apprentices and providers.

- 5.1.1 152 apprentices on apprenticeships from level 3 to 7. This is a mixture of early talent (graduates and apprentices) and employees undertaking an apprenticeship as a route to qualification.
- 5.1.2 38 different apprenticeship standards (with some legacy frameworks) being completed
- 5.1.3 33 apprenticeship providers which includes universities to allow for study to be undertaken locally
- 5.1.4 In October 2022 it is anticipated that there will be 237 learners on an apprenticeship, 41 standards being utilised across 41 providers
- 5.1.5 The current apprenticeship strategy will see the use apprenticeships increase further over the length of the contract with up to c300 learners on an apprenticeship

## **6 MANDATORY REQUIREMENTS: SECURITY AND STANDARDS**

### **6.1 Security**

- 6.1.1 The Supplier shall comply with the Data Protection Act 2018, GDPR and all applicable Law about the processing of personal data and privacy. Where the Supplier is required to obtain an Employee's consent under this contract, the Supplier shall ensure that the consent is in writing.
- 6.1.2 The Supplier shall comply with the information security requirements, standards and policies set out and/or referred to in the Client's Cyber Standard Non-Functional Requirements.
- 6.1.3 The Supplier shall ensure that the Client information and Data is secured in a manner that complies with the Government Security Classification Policy rating of OFFICIAL-SENSITIVE. The Supplier shall ensure that the Government Security Classification Policy rating is also applied when information and Data is transmitted across all applicable networks and/or in line with the Client's requirements.
- 6.1.4 The Supplier shall, where required, have the capability to employ encryption to information/ Data which shall be sent across a network or extracted by electronic means. The Supplier shall ensure that the level of encryption complies in full with the Government Security Classification Policy rating of OFFICIAL-SENSITIVE and/or in line with the Client's requirements.
- 6.1.5 All systems that use encryption shall undergo the National Highways Information Security Risk Assurance process to ensure that the level of cryptography is appropriate for the level of risk.
- 6.1.6 The Supplier shall ensure that any suspected or actual security breaches are reported to the Client representative immediately and depending on the impact of the breach, shall be included in monthly/quarterly performance reporting to the Authority.
- 6.1.7 The Supplier shall comply with all relevant legislation, organisational and cross Government policy and guidelines in relation to Data and asset security.

### **6.2 Standards**

- 6.2.1 The Supplier shall provide secure solutions that comply with any standards, restrictions or requirements arising out of the Client's Cyber Standard Non-Functional Requirements.
- 6.2.2 The Supplier shall not charge a premium to the Client for any additional standards and/or security compliance applicable to the contract, unless otherwise agreed in advance by the Client.

### **6.3 Health & Safety**

- 6.3.1 The Supplier must comply with and operate according to all relevant and prevailing health and safety considerations, guidance, best practice and legislation.
- 6.3.2 The Supplier must familiarise themselves with the Client's health and safety policies, procedures, and guidance notes as appropriate.

- 6.3.3 The Supplier immediately brings to the attention of the Client any issue or potential issue that may have a detrimental impact on the health and safety of all stakeholders.
- 6.3.4 The Supplier must comply with the Client's health and safety reporting requirements, and investigations of accidents and incidents must be undertaken by a competent person who has relevant training, knowledge and experience in effective accident/incident investigation.

## **7 MANDATORY REQUIREMENTS: SUPPLIER PERSONNEL**

### **7.1 Supplier Personnel**

- 7.1.1 The Supplier shall ensure that all Supplier Personnel are suitably experienced, skilled and qualified to deliver the Services for which they are employed.
- 7.1.2 The Supplier supports the people strategy theme of right people, right skills, right place by enabling quality apprenticeships that support National Highways to grow our own capability and talent.
- 7.1.3 Working within the apprenticeship market with a strong understanding of apprenticeships work.
- 7.1.4 Working with apprenticeship providers including sourcing, performance management and driving high standards.
- 7.1.5 Strong stakeholder engagement across a range of seniority.
- 7.1.6 Producing reports and highlighting areas for concern and recommending how to improve any performance issues.
- 7.1.7 Recommending where improvements in process' and the use of apprenticeships could be made.
- 7.1.8 Identifying where there are opportunities for clients to be involved in apprenticeship initiatives and supporting their objectives.
- 7.1.9 The main stakeholders for the work include:
- Head of Talent – responsible for the delivery of the contract and the apprenticeship strategy.
  - Talent Specialists - responsible for the strategic direction of the contract and contract management.
  - HR Senior Advisors – responsible for the apprentices and the day-to-day contact for the contract.
- 7.1.10 The *Service Provider* will be expected to be engaged as follows:
- Attendance at weekly progress meetings with HR Senior Advisors.
  - Attendance at a monthly meeting the project manager.
  - Attendance at a quarterly business review with the SRO.
  - Provide monthly apprentice progress reports.
  - Engagement as needed with the National Highways Information Rights and Security team where data sharing agreements are required.
  - Regular engagement as determined by the service provider and apprenticeship providers.

## **7.2 Dedicated Team**

- 7.2.1 The Supplier will provide a dedicated team of Supplier Personnel for the contract and will inform National Highways of the structure of the team.

## **7.3 Qualifications**

- 7.3.1 The Supplier shall ensure that Supplier Personnel delivering the Services shall have relevant and up to date qualifications and training.

## **7.4 Supply Chain Management**

- 7.4.1 This paragraph describes the supply chain mandatory requirements the Supplier shall comply with throughout the Term of the Contract.
- 7.4.2 The Supplier shall note the Government is committed to making sure that small and medium-sized enterprises (SMEs) have access to Government contract opportunities. Suppliers shall be required to make this Contract as accessible as possible to ensure that the most appropriate Sub Contractors are part of their supply chain and shall proactively support the Government's SME agenda whilst delivering a quality service and ensuring that value for money is achieved.
- 7.4.3 The Supplier shall proactively encourage SME's to become part of their supply chain to support the Governments SME agenda.
- 7.4.4 The Supplier shall ensure that they exercise due skill and care in the appointment and selection of any Sub Contractors (including associates/partners).
- 7.4.5 The Supplier shall ensure that all Sub Contractors appointed have the technical and professional resource and experience to unreservedly deliver in full all the mandatory Service requirements set out in this Contract.
- 7.4.6 The Supplier shall be responsible for managing and monitoring the on-going performance of any Sub contractors appointed and ensure they have a process in place to deal with any issues with under and non-performance of appointed Sub contractors.
- 7.4.7 The Supplier shall formalise relationships with Sub Contractors and manage any Sub Contractors in accordance with Good Industry Practice.

# **8 MANDATORY REQUIREMENTS: THE CLIENT CONTRACT MANAGEMENT AND MANAGEMENT INFORMATION**

## **8.1 Contract Management**

- 8.1.1 The Supplier shall provide Contract Manager within five (5) Working Days of the Contract Commencement date, provide the Client with the name and contact details (including the telephone number and email address).
- 8.1.2 The Contract Manager shall have a detailed understanding of the contract and shall have experience of managing contracts of similar size and complexity.



- 8.1.3 The Supplier shall communicate any change in the contract manager to the Client; no less than one (1) month in advance of any planned change.
- 8.1.4 The Supplier shall participate in face-to-face meetings at no additional charge to the Client.
- 8.1.5 The Supplier shall promote, deliver and communicate transparency of pricing and savings when requested by the Client.
- 8.1.6 The Supplier contract manager shall be the primary contact between the Supplier and the Client, and shall be responsible for managing the relationship with the Client, which shall include:
- ensuring continuity of provision and Service delivery.
  - service planning, monitoring and continuous improvement (including quarterly completion of the Collaborative Performance Framework).
  - agreeing and documenting points of contact with the Supplier for communication and escalation.
  - contract administration; the provision of management information.
  - attending contract review meetings at the frequency determined by the Client.
  - providing detailed key performance data.
  - issue resolution and Service improvement where issues have been identified.
  - resolution of complaints and queries, which have been escalated.
- 8.1.7 The Supplier shall provide contact details of Supplier Personnel responsible for managing the contract where the contract manager is not available.
- 8.1.8 The Supplier shall provide the Client with a quarterly report, listing as a minimum:
- industry trends, including analysis of how the Client could benefit from such trends.
  - proposed improvements to Services, including but not limited to, technology changes, administrative changes, charges, and new ways of working. Such proposals shall include an impact assessment of such changes.
  - new or proposed legislative changes and how these will impact the service.

## **8.2 Service Levels and Service Credits**

- 8.2.1 The KPIs and corresponding Service Levels used under this contract are set out in Schedule 1. The Supplier's performance of the Services shall be assessed and monitored through a Collaborative Performance Framework (CPF) using the KPIs and Service Levels and other measures to be agreed in accordance with clause 6.4 of the Conditions of Contract.
- 8.2.2 The Supplier shall provide a proactive Contract Manager to ensure that all Service Levels in this contract and KPIs are achieved to the highest standard throughout.
- 8.2.3 The Supplier accepts and acknowledges that a Service Level Failure may result in Service Credits being issued to Client.
- 8.2.4 The objectives of the Service Levels and Service Credits are to:
- ensure that the Services are of a consistently high quality and meet the requirements of the Client.



- provide a mechanism whereby the Client can attain meaningful recognition of inconvenience and/or loss resulting from the Supplier's failure to deliver the level of service for which it has contracted to deliver.
- incentivise the Supplier to comply with and to expeditiously remedy any failure to comply with the Service Levels.

**Schedule 1: Key Performance Indicators (KPI's) & Service Levels  
indicative only at this stage**

1. General queries are responded to within 2 working days
2. New apprenticeship provider recommendations are provided within 5 working days
3. New apprenticeship providers are onboarded within 10 working days
4. Reports are provided on the 15th working day of each month