

**Document 2**

**Specification of Service Requirement (SOSR)**

**STA Forensic Script Examination Services**

**Contract Number STA 0121**

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# Introduction

* 1. The Department for Education ("DfE" or "the Department") is responsible for the central administration of all aspects of education and has the primary statutory duty of promoting the education of pupils in England and ensuring the effective implementation of education policy.

1.2 The government’s responsibilities for National Curriculum Assessment are delivered by the Standards and Testing Agency (“STA”), an executive agency.

The STA’s main functions are to:

* develop high quality and rigorous DfE tests and assessments in line with Ministerial policy;
* undertake operational delivery of DfE tests and assessment (including printing, distribution, marking and data capture of tests as appropriate);
* support schools, test centres and other stakeholders to deliver DfE tests and assessments;
* support and implement arrangements for moderation of teacher assessment judgements.

STA is responsible for developing and delivering the national curriculum tests and assessments and ensuring their proper and safe production and administration. These assessments operate across Early Years Foundation Stage (EYFS) and key stages 1, 2 and 3 and are used by a wide range of maintained and other schools. STA is also responsible for developing and delivering Professional Skills Tests for prospective teachers.

Further information about STA and the national curriculum tests and assessments can be found at [www.education.gov.uk/assessments](http://www.education.gov.uk/assessments).

1.3 STA wishes to appoint a third party supplier to undertake a forensic examination of a sample of the 2015 levels 3-5 National Curriculum Test Scripts, from a selected sample of schools, to identify cases of suspected maladministration. The sample of schools will be identified by STA. The contract will be for a single project, taking place between July 2015 and January 2016.

**2**  **Introduction to maladministration**

2.1 The term 'maladministration' refers to any act that could jeopardise the integrity, security or confidentiality of the National Curriculum Assessments, and could lead to results that do not reflect the unaided abilities of children.

This could refer to a range of actions, including test papers being incorrectly opened, children cheating, over-aiding of children by test administrators or changes being made to children's test scripts by someone other than the child.

Allegations of maladministration reported to STA relating to the key stage 2 assessments can be divided into three categories:

* Before test administration – between the delivery of test materials to schools and when they are administered to children.
* During test administration – from when the tests are administered to children until the completed Test Scripts are sent for external marking.
* After test administration – once marked Test Scripts have been returned to schools.

Following an investigation, if STA’s maladministration team finds that the accuracy or correctness of a child’s test results is in doubt, the team makes a decision to amend or annul results. The scope of this contract is concerned with detection of the second category of maladministration, that which occurs during the test administration process.

2.2 This research into maladministration is proposed as a result of:

* Ministerial interest: in establishing if current detection rates reflect the true extent to which maladministration is occurring in schools; and
* The final stage of the transition to full cohort onscreen marking (from paper based marking) for all National Curriculum tests, will mean a change from a single marker marking all scripts for a school, to item level marking meaning multiple markers will mark a single child’s script. This has benefits for improving marking quality but leads to a need to generate new ways of identifying potential maladministration

Analysis of item level test data from the 2014 tests has already been undertaken, to endeavour to generate data-based models to help in identifying schools at ‘higher risk’ of maladministration. The data-based models will be applied to the 2015 National Curriculum test data to identify the sample of schools whose test scripts STA wish to sample, to look for evidence of maladministration through forensic script examination. The aim of doing so will be to try and establish the accuracy with which the data-based models are successfully identifying schools maladministering, and if possible to extrapolate this to make more reliable estimates as per the extent of maladministration in schools.

Scope of Services

* 1. The core requirements for the Forensic Script Examination services include:
* Mobilisation of the Services

**General**

* Project and Quality Management
* Management Information
* Security and Business Continuity
* Resources

**Technical**

* Receipt, storage and management of Test Scripts
* Forensic script examination services
* Data capture, handling and management
* ICT requirements
* Reporting
  1. STA has chosen to restrict the scope of the Forensic Script Examinations to the levels 3-5 mathematics test only which has 3 test papers. Restricting the scope of the exercise to one test subject will provide us with capacity to review test scripts from more schools. The scale of the exercise is anticipated to be as detailed below. (STA will confirm final school and pupil sample sizes at the time of contract award):
* Estimated number of test papers (mathematics only):
  + Mathematics Paper 1: total pagination 24, total number of question pages 19
  + Mathematics Paper 2: total pagination 24, total number of question pages 18
  + Mental mathematics: total pagination 2, total number of question pages 1
* Estimated number of schools: 400-800
* Estimated number of test scripts (average of 35 pupils per school): 14,000 – 28,000
* Estimated number of test pages to be examined: 532,000 – 1,064,000

# Specification of Requirements (SoR)

* 1. This section provides the specification of requirements for the Forensic Script Examination Services.

The SoR is divided into four sections which are summarised below

* Section 1: Mobilisation
* Section 2: General Requirements
* Section 3: Technical Requirements
* Section 4: Performance Criteria
  1. The requirements are set into General and Technical Requirements. Tenderers are expected to demonstrate their current capability to deliver all requirements.

Section 1: Mobilisation

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| **A.1.1** | The Supplier must complete Mobilisation by 31 August 2015. |
| **A.1.2** | As part of Mobilisation the Supplier must provide a documented full description of:   * all resources and systems which will be used for the provision of the Services; * any work that will need to be carried out to develop or adapt existing ICT systems or software in order to be able to deliver the Services; * existing or new business processes which will be utilised to deliver the Services; and * all other work and acquisitions needed to be in order to carry out the Services. |
| **A.1.3** | By the date for the completion of Mobilisation, the Supplier must have all systems, business process and infrastructure built, fully tested and accepted by STA as being capable of delivering the services against the forecasted volumetrics. |
| **A.1.4** | By the date of completion of Mobilisation the Supplier must have completed any required systems development and successfully completed testing of systems in accordance with the requirements detailed in section T.5. |
| **A.1.5** | By the date for the completion of Mobilisation the Supplier must have a documented Security Policy and Plan agreed with STA, which meets the requirements detailed in section G.3 and is based on and compliant with the mandatory requirements of the latest HMG Cabinet Office Security Policy Framework. This Security Document shall cover all aspects of the Supplier Service, and that of all sub-contractors. |
| **A.1.6** | By the date for the completion of Mobilisation the Supplier must have a documented Business Continuity Plan and Disaster Recovery Plan which has been agreed with STA. |
| **A.1.7** | By the date for the completion of Mobilisation the Supplier must produce, and submit to STA for approval, a project plan for the delivery of the Services. |

Section 2: General services

This section covers general requirements that must be delivered to support the delivery of the technical requirements.

**G1 Project and Quality Management**

The Supplier must manage projects and programmes using established methodologies.

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| **No** | **Requirement** |
| **G1.1** | The Supplier must manage all aspects of delivery of the Services in accordance with appropriate project and risk management methodologies, and in accordance with the project plan agreed as part of Mobilisation. |
| **G1.2** | The Supplier must document, provide and maintain all processes and procedures utilised in the delivery of the services, including interfaces with other relevant parties. The approach to quality management for each process must be detailed, and all relevant standards applied or adhered to. |
| **G1.3** | The Supplier must comply with the STA’s governance requirements for the project and, once agreed, provide appropriate weekly reporting to provide assurance to STA in relation to delivery of the Services.  In addition, the Supplier must:   * comply with any reasonable requests for information from STA. * attend any meetings as reasonably requested by STA at locations determined by STA. |

**G2 Management Information**

Management information is critical for STA to assist performance management of the delivery of the Services. Tenderers must be open, transparent and willing to share information throughout the life of the contract.

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| **No** | **Requirement** |
| **G2.1** | The Supplier must supply Management Information (MI) to STA which complements the reporting and governance arrangements agreed with STA and demonstrates progress against the project plan for the delivery of the Services. |
| **G2.2** | The Supplier must provide MI reports in a format and timescale consistent with the specification agreed. The frequency, format and content of MI reports, will depend upon the Supplier’s solution but STA anticipates these will be required weekly and will focus on:   * Tracking receipt of Test Script packages and Test Scripts from the STA * Progress of forensic examination of Test Scripts * Preparation of Test Scripts for return to the Test Operations agency   STA reserves the right to add to the MI requirements during the contract term. |

**G3 Security, Business Continuity and Cyber Essentials**

Due to the sensitive of the nature of this work, STA enforces strict security procedures to ensure the work environment and working practices throughout the supply chain are secure.

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| **No** | **Requirement** |
| **G3.1** | The Supplier must ensure that a representative is nominated to fulfil the role of security manager; this individual shall have ultimate responsibility for all aspects of information governance and security management relating to the Supplier Services. |
| **G3.2** | The Supplier, and any appointed sub-contractors, must adhere to the Security Policies and Plan agreed as part of Mobilisation.  The Supplier’s Security Policy shall document the policy and procedures for:   * securing, controlling and monitoring access to buildings and data; * control and encryption of sensitive electronic data on all devices, including memory sticks; * suitable and secure storage of all hard copy sensitive material; * ensuring responsibilities and duties of all Personnel with regard to security are defined and communicated; * certified secure disposal of all data that is no longer needed; * security checks on people with access to sensitive data and materials; * control of the transfer of sensitive material outside the organisation; * communicating with and management of sub- contractors with regards to security; * regular review and testing of the security policy and procedures; and * maintaining records of security audits and breaches of security. |
| **G3.3** | The Supplier will in conjunction with the STA undertake an accreditation triage of the ‘Business impact level’ of the data to be processed, managed or otherwise used by the Supplier or their sub-contractors to ensure the security controls meet the require levels of the current STA risk appetite. Dependent upon the data involved and the outcomes of the accreditation triage the Supplier may have to produce either a full Risk Management Accreditation Documentation Set (RMADS) or comply with a commercial assurance based on meeting the Cabinet Office SPF mandatory requirements. |
| **G3.4** | The Supplier must ensure that all physical and logical movement of materials are secure and meet latest HMG Information Assurance requirements (available at: <https://www.gov.uk/government/collections/government-security>). Suppliers must present in advance to the STA proposals for all methods of movement of materials both physical and logical. These proposals must be pre-agreed by the STA prior to any materials movements.  No materials or data related to the Services shall be transferred or processed outside of the European Economic Area at any time, unless STA has given its explicit consent to such transfer or processing. |
| **G3.5** | The Supplier must ensure all Supplier staff sign a confidentiality agreement and a security declaration confirming they will comply with the Supplier's security policy and standards. STA may request evidence of this at any time. Failure to provide evidence will be a breach of the contract. |
| **G3.6** | The Supplier must provide a Business Continuity Plan (BCP) and Disaster Recovery Plan (DR) as part of Mobilisation, for STA’s approval. The BCP and DR must meet Cabinet Office SPF requirements and be aligned or certified to BS 25999 or ISO 22301.  The Supplier must utilise the BCP and DR in the management of the Service to ensure that there is no interruption or failure which puts successful delivery of the Service at risk. |
| **G3.7** | The Supplier must be aware of [Cyber Essentials](https://www.gov.uk/government/publications/cyber-essentials-scheme-overview) and the requirements for the appropriate level of certification “or equivalent”. |
| **G3.8** | The Supplier must provide evidence of Cyber Essentials certification “or equivalent” (i.e. demonstrate they meet the five technical areas the Cyber Essentials Scheme covers) prior to contract award  Details of certification bodies are available at: <https://www.cyberstreetwise.com/cyberessentials> |

**G4 Resources**

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| **No** | **Requirement** |
| **G4.1** | The Supplier must define, for STA’s approval, the minimum qualification/ training it requires of all staff to be used to conduct Forensic Script Examinations. Once agreed the Supplier must have sufficient suitably qualified and experienced staff (or immediate plans to access these resources as appropriate) to complete delivery of the Services to the agreed Milestone Dates. |
| **G4.2** | The Supplier must agree with STA which posts are considered as Key Posts, where knowledge or skills are critical to success. Skills and qualifications of individuals in identified Key Posts should cover all major aspects of the Service including commercial management, project management, technical skills and general management. |
| **G4.3** | The Supplier must maintain up-to-date CVs of all personnel in Key Posts and make them available on request. |
| **G4.4** | The Supplier must produce a resource plan for the delivery of the Forensic Script Examination services, focusing on the resource required to conduct the Forensic Script Examination work in the volume and time specified in paragraph 3.2 (Scope of Services), as well as administering this process. The plan must outline how the required number of Test Scripts can be reviewed, in the time available and by the resource identified.  The plan must also make clear the technical specification/ qualifications required for each role in the plan, and the recruitment plan to fill any technical roles. |

Section 3: Technical Services

**T.1 Receipt, storage and management of Test Scripts**

Maintaining the security of test materials and pupil data is of primary importance in any work associated with this contract. The Supplier must have processes in place to ensure all test materials and pupil data is tracked and accounted for at all stages

STA or STA’s contracted Test Operations agency will provide script packaging and will manage the track and trace transit of scripts to and from the Supplier.

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|  | **Script receipt, storage and management** |
| **T1.1** | In order to maintain security of the test materials and pupil background data, appropriate processes and systems must be in place, which meet the requirements set out in section G.3.  All Test Script deliveries must be checked within 24 hours of receipt.  Upon receipt of Test Script packages from STA, the Supplier must provide a process which enables them to:   1. confirm that all expected packages are present and in good order (when compared to the manifest for the delivery), 2. confirm that all expected Components of a Pupil's Test Script are present within each package (when compared to the manifest), 3. record, at Component level, where a Test Script is missing, partly missing or defaced, and 4. identify Test Scripts for a pupil or a School where an unexpected Test Script has been received.   Where issues are identified upon receipt of materials, the following steps must be taken:   * notify STA immediately through an issue report, and * report and follow up on any discrepancies between what has been received and the stated contents of any delivery.   The Supplier must produce an MI report for STA on each day that a delivery is received confirming the status of all materials. |
| **T1.2** | The Supplier will need to develop a procedure that allows all the Test Scripts to be tracked throughout the process. This procedure must be documented and sent to STA for approval during Mobilisation, in advance of the receipt of the first delivery of Test Scripts.  The Supplier must keep a clear and comprehensive record of the location of all Test Scripts, showing how they have been allocated for Forensic Script Examinations, using databases as necessary. This will be used to check all returns from Forensic Script Examinations.  Where issues are identified in accounting for Test Materials at any time during the process, the Supplier must notify STA immediately through an issue report. |
| **T1.3** | The Supplier must ensure secure storage of all Test Scripts and associated Test Materials before, during and after Forensic Script Examinations in line with the latest version of the Cabinet Office SPF. The Supplier must ensure all Test Scripts and associated Test Materials are readily available; and stored in a manner that will enable prompt retrieval for processing of queries that may arise. Depending upon the volume of Test Scripts processed and the duration of storage, prior to return to STA, or an STA appointed third party, the Supplier may transfer the Test Scripts to a secure storage facility where the Test Scripts may still be accessed within no more than five Business Days. The Supplier must ensure that any Sub-contractor engaged in providing this aspect of the Service is BS/ISO 27001 accredited or working towards accreditation for storage operations. |
| **T1.4** | The Supplier shall return all Test Scripts to the STA, collated by School and Test, on or before expiry of the contract or on request at any time during the delivery of the services, in the manner determined by STA.  The Supplier must ensure that appropriate documentation is provided at each stage of the process when Test Scripts or pupil background data are delivered back to the STA or any organisation/individual external to the Supplier. The documentation must include a complete list or manifest of the Test Scripts contained in each package. A copy of the manifest must be forwarded to the receiving agency once the package(s) has been picked up for delivery. |

**T.2 Forensic Script Examination services**

The core of this contract is the provision of Forensic Script Examination services. Integral to that is the sourcing and provision of qualified and professional individuals who are able to conduct such Test Script Examinations to the required quality standards, and the training of those individuals to enable to them to do so.

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| **No** | **Requirement** |
| **T2.1** | The Supplier must recruit, contract and manage a pool of Forensic Script Examiners in the number required by the resource plan developed under G4.4. The Forensic Script Examiners recruited will have the qualifications and skills agreed with STA, under G4.4, to be necessary to undertake the Forensic Script Examinations to the required quality standards. |
| **T2.2** | The Supplier must provide training for all Forensic Script Examiners. It’s the Supplier’s responsibility to determine the level of support required following their training to ensure quality standards are adhered to and maintained, such that STA can be assured of accurate and reliable outcomes.  Alongside any technical training required, the training will need to ensure Forensic Script Examiners work to the Supplier's Security Policy and standards.  STA may request evidence that Forensic Script Examiners have been trained appropriately. |
| **T2.3** | The Supplier must provide to STA a documented set of Forensic Script Examination procedures which provide a detailed outline of, and justification for, the methodologies to be employed in the conduct of the Forensic Script Examinations. The procedures must be agreed during Mobilisation.The methodologies should seek to establish evidence of:   * a second hand on a test script, * a second pen on a test script, * evidence of changes to pupil responses, * evidence of changes to a Test Script outside of test conditions.   Evidence should be sought both at an individual pupil level and looking for trends across a school cohort.  The procedures must also outline the quality assurance procedures to be applied in the conduct of the Forensic Script Examinations to ensure the reliability of the findings provided to STA. |
| **T2.4** | The Supplier must provide planned progress profiles for the completion of Forensic Script Examinations for all Test Scripts in the volumes outlined in paragraph 3.2 (Scope of Services), plotted against time elapsed.  The proposed progress profiles must be agreed with STA before the Forensic Script Examinations commence. The Supplier must then meet or exceed the progress profiles agreed with STA. |
| **T2.5** | The Supplier must conduct Forensic Script Examinations on all Test Scripts supplied in accordance with the agreed procedures and to the deadlines agreed in the progress profile. |

**T.3 Data capture, handling and management**

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| **No** | **Requirement** |
| **T3.1** | The Supplier must carry out accurate data capture of information from Forensic Script Examinations. The Supplier must provide details of its data capture process and the data capture quality assurance process, for approval by STA. |
| **T3.2** | The Supplier must provide a data capture mechanism / system which complements the agreed data capture and data quality assurance processes; which can capture item level data for each Test Script and which ensures the accurate recording of data relating to a Test Script to the correct pupil data record. |
| **T3.3** | STA will provide to the Supplier the file structure template for the existing pupil data. The Supplier must propose an updated file format for the data they propose to capture (which builds on the existing file structure and is in accordance with the requirements of T4.1) and acceptability criteria for each additional data field, for STA’s approval. STA envisages when evidence of maladministration is found, requiring capture of item level data, a set of reason codes will be agreed for the types of evidence detected.  Once agreed the Supplier must provide the data in the file format and to the quality standards agreed with STA, on the dates and in the volumes requested.  STA will require an interim data feed at the midpoint of the Script Examination process, then a final feed once all Forensic Script Examinations have been completed. |
| **T3.4** | The Supplier must provide secure transfer of pupil and item data in compliance with the agreed Security Policy. The preferred method of data transfer between the Supplier and STA is via the use of STA’s own secure portal. |
| **T3.5** | Captured data must be retained by the Supplier for six months following handover to STA, and then must be securely deleted. The Supplier must ensure that STA data relating to the Service is backed up in a manner and against a schedule to be agreed with STA. |

**T.4 Reporting and Exit**

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| **No** | **Requirement** |
| **T4.1** | The Supplier must propose during Mobilisation, for STA’s approval, the appropriate content for a report on the conduct and outcomes of the Forensic Script Examinations which includes, but is not limited to, the following key sections:.   1. A summary of the scope of the project, e.g. number of schools and pupil Test Scripts examined; 2. A technical description of the methodologies employed in the conduct of the Forensic Script Examinations; 3. A summary of and commentary on the outcome of the Forensic Script Examinations for all schools, and pupils, according to classification by categories agreed with ST, as an example:    1. number of schools/ pupils with no evidence of maladministration in their Test Scripts;    2. number of schools/ pupils with evidence of suspected maladministration (passed to STA for follow up) – by sub-category (e.g. type of evidence found); 4. A description of any proposed analysis to be undertaken on the data. 5. A note of any lessons learned from the project and recommendation for future Forensic Script Examinations. 6. As an annex, a database detailing the following must be provided:   For each school where there is evidence of any suspected maladministration, a summary report of the issues found in the schools Test Scripts which may warrant a formal maladministration investigation. Including but not limited to a database of the test items, by pupil where evidence has been found, and a ‘flagged’ set of Test Scripts;   * 1. The outcome of the checks on each individual pupil’s script, for all schools   2. The outcome of the checks for each test item, on each individual pupil’s script, for all schools where suspected maladministration is found the outcomes of the checks on each individual pupil’s script, for each test item. |
| **T4.2** | The Supplier must prepare a report, in accordance with the content approved by STA under requirement T4.1, with a draft report provided within 3 weeks of the completion of the Forensic Script Examinations and a final report (incorporating STA’s feedback on the draft) within 5 weeks of the completion of the Forensic Script Examinations. |
| **T4.3** | Where requested by STA, the Supplier must attend a meeting with STA to discuss the report and its findings, including lessons learnt. |

**T.5 ICT Requirements**

STA requires that any systems employed in the delivery of the Services are tested robustly and that all ICT systems meet the mandatory requirements of the Cabinet Office Security Policy Framework, the Data Protection Act and industry best practice to maintain the information assurance of Business Impact Level appropriate to the data being managed.

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| **No** | **Requirement** |
| **T5.1** | The supplier must ensure all systems are fully tested and provide appropriate industry standard evidence to STA that the testing has been carried out. Where a change is to be made to the system, the Supplier must agree the scope of the testing for the changes and the associated acceptance criteria with STA prior to any development or testing taking place. |
| **T5.2** | The Supplier must ensure that where systems development is required it is carried out and documented to industry accepted standards. The Supplier must make available any system documentation for inspection by STA, including documentation on the progress of development. The supplier must agree with STA the changes that are to be made to any system before any development work is carried out. |

Section 4: Performance Monitoring Requirements

Managing key performance requirements, highlighted below, is essential to delivering this project on-time and in full. Key performance requirements will be monitored throughout the life of the project and form part of the contractual relationship.

Please review and confirm acceptance of these performance monitoring requirements as part of your tender response.

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| **No.** | **Service**  **Requirement** | | **Performance**  **Measure** |
| 1 | Project management | Full attendance at all required governance meetings e.g. project start-up meeting, regular project management meetings and final lessons learnt meeting (face to face and teleconference as necessary).  Progress reports, including risk and issues reporting and management information (MI) provided weekly.  Issue reports to be written for any deviations from the agreed contract. Security incident reports to be written for all breaches and potential breaches of security and confidentiality. | 100% – meeting documents to be provided at least 24 hours prior to organised project meetings. MI submitted weekly during agreed windows. |
| 2 | Recruitment of suitable personnel | Sufficient number of appropriately qualified Forensic Script Examiners are recruited to complete Test Script examinations to time and quality requirements. | 100% |
| 3 | Process documentation | Supplier to provide procedural documentation for: Test Script management and tracking, and Forensic Script Examinations. | 100% |
| 4 | Training of Forensic Script Examiners | Training of Forensic Script Examiners, in accordance with the process agreed with STA. | 100% |
| 5 | Receipt of Test Script packages | Supplier to confirm that all Component Test Scripts listed on each delivery manifest have been received.  Provide a written report to confirm this and note any exceptions and the investigations undertaken to locate missing scripts. | 100% – all materials accounted for at all stages of the process. |
| 6 | Conduct of Forensic Script Examinations | Forensic Script Examinations are completed on time and to agreed quality standards.  The security and confidentiality of the Test Scripts and pupil data to be maintained throughout the process. | 100% |
| 7 | Collated Test Scripts returned to STA | Supplier to collate and return all Test Scripts, providing a manifest for the collection which confirms inclusion of all Test Scripts and provides a report for any exceptions. | 100% |
| 8 | Data capture | Pupil background data provided by STA is accurately reconciled with data captured in relation to Forensic Script Examinations.  Accurate item level data capture of all responses highlighted by Forensic Script Examiners, with an appropriate reason code.  Accurate pupil level data capture for all Component Test Scripts where no evidence of maladministration found.  All data accurately captured, including a 100% check of data entry and data cleaning. | 100% |
| 9 | Handover test data files | Supplier to securely provide data to STA in the electronic file format agreed with STA on required date(s). | 100% accurate |
| 10 | Final report | The final report to include a procedural report and review, analysis of the data captured and a set of documented lessons learnt. Report content to be reviewed and agreed by STA prior to handover. | Completed and submitted to STA by required date to agreed quality standard. |