

## Modified Test Framework Agreement – STA 0176

**Call-Off Contract No:** 01 Lot 1

**Title:** key stage 2 live tests in 2020 KS1 and KS2

**Supplier:** VI Resourcing (trading as Connect)

### Pursuant to the terms of the Modified Test Framework Agreement (STA 0176):

<b>Service Commencement Date:</b>	May 2019
<b>Call-Off Contract End Date:</b>	June 2020
<b>Call-Off Contract Value:</b>	REDACTED
<b>Relationship Manager for Department for Education:</b>	REDACTED
<b>Relationship Manager for the Supplier:</b>	REDACTED

## 1. Background

STA requires the new tests for the 2020 cycle of National Curriculum Tests at Key Stage 2 to be modified. STA also requires a helpline support service and past papers service for Key Stage 1 and Key Stage 2 to be available to schools. The supplier will provide these services as part of this contract.

## 2. Functional Requirements

### Part A: General core services

This section covers general requirements that must be delivered for this call off.

#### G1 Project Management

No	Requirement
<b>G1.1</b>	The Supplier must manage all aspects of delivery of the Services in accordance with PRINCE2 and Management of Risk (MoR) project and risk management methodologies, or equivalent.

No	Requirement
<b>G1.2</b>	<p>The Supplier must submit a Project Initiation Document (PID) which clearly sets out the project for the delivery of services at the outset of this call-off.</p> <p>The PID must cover all aspects of the delivery of the Project, including operational delivery, governance and interfaces with other organisations. The PID should include, but not be limited to:</p> <ul style="list-style-type: none"> <li>• risk management process / risk register</li> <li>• an issue log</li> <li>• a change control register</li> <li>• communication plan</li> <li>• quality plan and log</li> <li>• product descriptions (as appropriate)</li> <li>• exception reports</li> <li>• lessons learned log</li> <li>• equality plan and management</li> </ul>
<b>G1.3</b>	<p>The Supplier must provide a detailed project plan detailing the resources, tasks and timescales required to be performed to mobilise and deliver the Services within the Agreement together with a summary milestone plan, which details the deliverables outlined in the PID, and requirements / dependencies upon STA. Both plans are to be kept up-to-date and communicated weekly or as required to STA.</p>
<b>G1.4</b>	<p>The Supplier must document, provide and maintain all processes and procedures utilised in the delivery of the services, including interfaces with other relevant parties ensuring that all relevant standards are applied or adhered to including project management methodologies.</p>
<b>G1.5</b>	<p>Prior to the commencement of the call-off, the Supplier must discuss and demonstrate the readiness and appropriateness of plans, processes, systems, resourcing and any other factors required to enable the reliable completion of the work package.</p>
<b>G1.6</b>	<p>The Supplier must formally close the call-off order by providing a Project Closure report. This report shall cover all aspects of the delivery of the Project. The Supplier must provide an action plan detailing how any follow on actions should be applied for the benefit of future Test Cycles.</p>
<b>G1.7</b>	<p>The Supplier must hold, and permit STA open access to, detail relating to all activities undertaken in delivering the services.</p>

No	Requirement
<b>G1.8</b>	The supplier must comply with any reasonable requests for information from STA.
<b>G1.9</b>	The Supplier must 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 framework and individual call-off contracts and also to respond expediently to Parliamentary Questions/Freedom of Information requests. Supplier must commit to being open and transparent and demonstrate a willingness to share information throughout the life of the framework.

No	Requirement
<b>G2.1</b>	<p>The Supplier is required to submit to STA Management Information (MI) and performance reports based on the following</p> <ul style="list-style-type: none"> <li>▪ Delivery of modified items</li> <li>▪ Calls received</li> <li>▪ Emails received</li> <li>▪ Orders received</li> <li>▪ Past papers requested</li> <li>▪ General enquiries</li> </ul> <p>The frequency, format and content are to be agreed with STA at the Start-up meeting.</p> <p>STA reserves the right to add to the Management Information requirements during the life of the call-off. .</p> <p>REDACTED</p>

## G3 Security

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

No	Requirement
<b>G3.1</b>	The Supplier must ensure that a security manager is appointed who shall have ultimate responsibility for all aspects of information governance and security management relating to the Supplier Services.

No	Requirement
	<p>The Supplier must produce and adhere to a security plan, based on and compliant with the principles, and outcomes required of government Departments, in HMG Security Policy Framework (SPF) (see <a href="https://www.gov.uk/government/collections/government-security/">https://www.gov.uk/government/collections/government-security/</a> ). The plan shall incorporate detailed security policies, standards and controls, which may be those the supplier operates within an ISO27001 information security management system. This security plan shall cover all aspects of the Supplier services including physical security, infrastructure, platforms, transportation of sensitive material, applications and services and interfaces.</p> <p>The security plan shall be reviewed and approved by STA and, if necessary, updated to meet STA requirements prior to the commencement of the services.</p>
<b>G3.2</b>	<p>The Supplier must ensure that all physical and logical movement of materials is secure and meets latest HMG Information Assurance requirements.</p> <p>Suppliers must present in advance to the DfE proposals for all methods of movement of materials both physical and logical. These proposals must be pre-agreed by STA prior to any materials movements.</p>
<b>G3.3</b>	<p>The Supplier must notify STA of all personnel with access to the services, or secure materials or data related to the services. The Supplier must ensure that those individuals identified are vetted to a level necessary for the sensitivity of the material.</p>
<b>G3.4</b>	<p>The Supplier must require that any Sub-Contractor(s) are operating acceptable security policies, in line with the government SPF requirements.</p> <p>The Supplier must confirm that a Sub-Contractor's security policies are acceptable, in line with the government SPF requirements prior to letting the relevant sub-contract. The Sub-Contractor must agree to security audits by STA when requested.</p>
<b>G3.5</b>	<p>The Supplier must ensure all staff working on the test materials sign a confidentiality agreement and a security declaration confirming they will comply with the Supplier's security policy and standards before they carry out any work. DfE may request evidence of this at any time. Failure to provide evidence will be a breach of the contract.</p>
<b>G3.6</b>	<p>No materials or data related to the Services shall be transferred or processed outside of the UK at any time, unless STA has given its explicit consent to such transfer or processing.</p>

No	Requirement
<b>G3.7</b>	<p>The Supplier must have a policy in place, to be agreed with STA, to ensure the security of data on computers and the security of data on the network. The Supplier shall ensure that:</p> <ul style="list-style-type: none"> <li>• all computers are password-protected</li> <li>• all computers lock automatically after five minutes of inactivity</li> <li>• STA Data is not stored or transported on removable media devices (CD writer, DVD writer, memory sticks and similar);</li> <li>• Data files are stored on network drives and not the local hard disk; and</li> <li>• all portable media is encrypted.</li> </ul>
<b>G3.8</b>	<p>The Supplier will co-operate with STA at all times to allow access to Supplier premises and systems to allow assurance to take place that all plans policies and procedures are being complied with by the Supplier, or to verify any suspected security issues.</p>

#### G4 Equalities

No	Requirement
<b>G4.1</b>	<p>The Supplier will at all times comply with and require that its sub-contractors comply with the Equality Act 2010.</p>
<b>G4.2</b>	<p>The Supplier will provide reports and other Management Information to STA, at intervals to be agreed, to demonstrate that the Supplier and its sub-contractors are fulfilling their obligations under the Equality Act 2010, including examples of access arrangements.</p>
<b>G4.3</b>	<p>The Supplier shall agree and implement any changes to the equality plan in line with STA Change Control Procedure.</p>
<b>G4.4</b>	<p>The Supplier shall nominate a representative for all equalities issues.</p>
<b>G4.5</b>	<p>The Supplier shall produce an equality plan outlining their commitment and compliance to the Equality Act 2010 and report at regular intervals (checkpoint reports) and include a final statement within the final administration report.</p>
<b>G4.6</b>	<p>The Supplier will include within the equality plan the strategy for recruiting and selecting modifiers. The Supplier will provide evidence of a fair, open and transparent process, including but not limited to protected characteristics.</p>
<b>G4.7</b>	<p>The Supplier will consider equalities issues when proposing modifications and include in any administration guidance and training information advice on dealing with pupils that require access arrangements.</p>

**G5 Business continuity**

No	Requirement
<b>G5.1</b>	The Supplier must ensure that their Business Continuity Management System (BCMS) is aligned to BS25999, meets the Cabinet Office SPF requirements and has been approved by the Supplier board/executive and by STA.
<b>G5.2</b>	The Supplier must develop, provide and maintain an incident management plan and business continuity plan that ensures no interruption to or failure of service such, that successful delivery of the project is at risk.
<b>G5.3</b>	The Supplier must ensure that the services and associated data are backed up daily. As a minimum, the Supplier must provide a weekly full backup supplemented by a daily incremental backup. The Supplier must ensure that there are at least two copies of each backup stored securely, one of which should be held off-site.
<b>G5.4</b>	The Supplier must ensure that an appropriate media rotation procedure is followed, in line with ISO/IEC 27001 and Government security policies.

**G6 Resources**

No	Requirement
<b>G6.1</b>	The Supplier must have suitably qualified and experienced staff (or immediate plans to access these resources, as appropriate). Skills and qualifications of identified Key Personnel should cover all major aspects of the Service including commercial management, project management, technical skills and general management.
<b>G6.2</b>	The Supplier must agree with STA which posts are considered as key posts, where knowledge or skills are critical to success.
<b>G6.3</b>	The Supplier must provide abridged CVs of all key personnel in addition to their response as a single embedded pdf file.
<b>G6.4</b>	The Supplier must provide advance notification to STA of any changes in key personnel. Replacement personnel should have equivalent skills and qualifications and STA reserve the right to refuse proposed replacements.
<b>G6.5</b>	Suppliers should demonstrate that where there are plans to use third party sub-contracted resources or services, that these are reliable, available and meet other criteria outlined in this SoR, especially Security. The Supplier must provide and maintain details of who these resources are, how they will be used and how they will be managed.

**G7 Quality**

No	Requirement
<b>G7.1</b>	<p>The Supplier must adopt quality standards across the range of activities and requirements in the services. Quality should be built in from the start, not 'tested in' later.</p> <p>Relevant standards might include, but are not limited to, British standards in areas such as information security and quality management. The Supplier must identify any relevant quality standards in their response.</p>
<b>G7.2</b>	The Supplier must ensure that all project staff, engaged in the delivery of the services have a level of knowledge of the contractual terms and conditions commensurate with the level of their responsibility and involvement.
<b>G7.3</b>	The Supplier shall nominate an individual who will act as the point of contact for quality issues.
<b>G7.4</b>	The Supplier shall provide the Services in compliance with the quality plan.
<b>G7.5</b>	The Supplier shall agree and implement any changes to the quality plan in line with STA's Change Control Procedure.

**G8 Exit and transition**

No	Requirement
<b>G8.1</b>	The Supplier will provide and maintain a detailed, fully resourced and costed exit and transition plan to ensure the smooth transition of Services to a successor service provider.
<b>G8.2</b>	The Supplier will provide a detailed statement in the exit and transition plan of all its requirements for the support it requires from STA to ensure smooth transition of service to a successor service provider at the expiry or termination of any call-off from the Framework.
<b>G8.3</b>	<p>The Supplier must provide, and maintain, a list of all assets, for example, materials software, data, people, contracts and other agreements planned to be used in the delivery of services.</p> <p>The Supplier must identify assets that it anticipates will be transferred to STA on expiry or termination of the call-off order. The Supplier must also document the arrangements for and handing over such materials to STA.</p>

**CT1 Expertise**

No	Requirement
<b>CT1.1</b>	The Supplier is responsible for identification/recruitment and management of a team of specialist Modifiers (both Visually Impaired and Hearing Impaired specialists) in order to prepare specifications for modifications.
<b>CT1.2</b>	Modifiers will be required to have appropriate specialist knowledge of assessing pupils with visual and hearing impairment, and be subject experts and qualified teachers of pupils with visual/hearing impairment with current or recent experience. Modifiers of braille materials should also be familiar with the process of teaching the subject through braille.
<b>CT1.3</b>	The Supplier's project team must have knowledge and experience of modified materials.

**CT2 Modified Process**

Modification follows a set process. The supplier will need to ensure the requirements of each specific meeting are met.



No	Requirement
<b>CT2.1</b>	<p><b>Start-up meeting</b></p> <ul style="list-style-type: none"> <li>▪ The Supplier will be responsible for drawing up a detailed modification timetable for each subject and key stage within the constraints of the call off to be agreed with STA</li> <li>▪ The supplier will be responsible for developing product descriptions to manage the work to be delivered in the call off.</li> </ul> <p>A separate meeting will also be held with the STA's modified print supplier to ensure dependencies are identified and managed.</p>
<b>CT2.2</b>	<p><b>Item Validation Trial Report</b></p> <p>The Supplier will receive copies of all items, including their mark schemes to be included in the Item Validation Trial (IVT) and complete an initial assessment of them. The supplier must provide a written report to STA with the outcome of their assessment. This report will provide information on all items and state whether they:</p> <ul style="list-style-type: none"> <li>▪ require no modification</li> <li>▪ require modification</li> <li>▪ are unsuitable for modification or</li> <li>▪ are unsuitable topics for children with special educational needs (SEN), visual impairment (VI) or hearing impairment (HI).</li> </ul>
<b>CT2.4</b>	<p><b>Draft proof and discussion proof</b></p> <p>Following Meeting 1, the Supplier will produce draft proofs for each item based on the discussion in Meeting 1. The supplier will provide draft proofs of braille transcripts, MLP versions of each item and any mark scheme modifications. The supplier will provide STA and other stakeholders for comment. Electronic copies will be transferred by secure collaboration portal and hard copies by secure courier service.</p> <p>The supplier will be responsible for the collation of comments and the production of the discussion proof for each item. The discussion proof will be handed over to STA by the Supplier for storage in the item bank.</p>

No	Requirement
<b>CT2.5</b>	<p data-bbox="261 271 724 304"><b>Before modification meeting 2</b></p> <p data-bbox="261 338 1469 495">Once the live test has been constructed, STA will provide the Supplier with electronic copies of the discussion proofs for all items selected, via the secure collaboration portal. These will be reviewed by the Supplier and any final proposed changes indicated.</p> <p data-bbox="261 528 1342 607">Seven days before meeting 2, the MTA must provide STA with copies of the following:</p> <ul data-bbox="405 640 1453 987" style="list-style-type: none"> <li>• MLP discussion proofs</li> <li>• braille discussion proofs (including diagram sketches/specifications)</li> <li>• HI discussion proofs</li> <li>• the MLP and braille modifications mark-up produced after draft proof</li> <li>• guidance documents for Modified Test Administration Instructions (MTAI) and hearing impaired (HI) guidance notes formatted using STA templates</li> <li>• mark scheme amendments guidance formatted using STA templates.</li> </ul> <p data-bbox="261 1032 1481 1155">Where test items were trialled in previous years and incorporated into the live tests, the STA will provide the discussion proofs to the MTA prior to this stage. The MTA will be required to take forward the modification of those materials.</p>
<b>CT 2.6</b>	<p data-bbox="261 1189 612 1223"><b>Modification meeting 2</b></p> <p data-bbox="261 1256 1481 1413">The Supplier, including project staff and modifiers, will attend Meeting 2 with STA. The purpose of the meeting is to agree final modifications to Braille and MLP versions and to agree any amendments to mark scheme amendments (MSA) and other guidance materials.</p> <p data-bbox="261 1447 1469 1570">The Supplier will maintain a complete record of changes agreed at the meeting, to be signed off by STA, and produce a clear final mark-up of MLP and Braille discussion proofs. The meeting will also agree the specification of any physical models required.</p> <p data-bbox="261 1603 1481 1727">The Supplier will be responsible for providing final modified proofs after the meeting for sign off: electronic copies to be transferred by secure collaboration portal and hard copies by secure courier service.</p>
<b>CT2.7</b>	<p data-bbox="261 1767 424 1800"><b>HI Meeting</b></p> <p data-bbox="261 1834 1453 1957">The Supplier will hold a meeting with HI specialist(s) to compile guidance to support pupils using BSL and / or lip reading. The specialists must have expertise in modifying for pupils in each subject / key stage using BSL and lip reading.</p>

No	Requirement
<b>CT2.8</b>	<p data-bbox="260 266 719 302"><b>First proof MLP, braille and HI</b></p> <p data-bbox="260 333 1476 537">The Supplier is responsible for the production of 1<sup>st</sup> proof of MLP and Braille versions of the tests and HI materials where appropriate based on the signed off modified proof. The 1<sup>st</sup> proof must be quality assured with reference to Modified Process (P13) before dispatching electronic and hard copy materials to STA, including a proof by their modifier.</p> <p data-bbox="260 571 1476 819">The Supplier will send the 1<sup>st</sup> proof of MLP, braille, and HI materials to STA for STA to undertake a proofing round on the documents. The Supplier is responsible for making any amendments to the 1<sup>st</sup> proof based on feedback from STA. If significant amendments are required at 1<sup>st</sup> proof stage, further proofing rounds may be required. If these amendments are required as a result of errors by the Supplier, the costs of additional rounds of proofing will be borne by the Supplier.</p> <p data-bbox="260 853 1437 969">All materials must be quality assured to the highest standards to ensure that the newly-originated modified tests do not include any errors or unintended differences from the standard tests. This must include:</p> <ul data-bbox="260 1003 1469 1182" style="list-style-type: none"><li data-bbox="260 1003 1469 1111">▪ a parallel read of all discussion proofs against the standard tests to ensure that the discussion proof of the modified tests includes any changes which have taken place in the standard test.</li><li data-bbox="260 1115 1437 1182">▪ a review of modified documents to ensure that a consistent approach has been taken.</li></ul>

No	Requirement
<b>CT2.9</b>	<p><b>Sign off (approval to print)</b></p> <p>The Supplier must ensure that the final Handover documents are proofed and error free.</p> <p>Following the proofing process, the Supplier will produce a sign off copy and dispatch to STA. This will include a full list of all documents produced to ensure a full set of materials is received.</p> <p>STA will issue an 'Approval to print' proforma once the materials are signed off. The Supplier will then provide electronic and hard copy versions for handover to print. Electronic copies will be transferred via the secure collaboration portal and hard copies by secure courier.</p> <p>Details of requirement for sign off will be provided at/after start-up meeting, to include</p> <ul style="list-style-type: none"> <li>• all fonts to be embedded into the document when exported to PDF</li> <li>• all non-colour logos/diagrams/images and text to be produced in black (not CMYK/RGB)</li> <li>• all colour images to be produced in CMYK (not RGB)</li> </ul>
<b>CT2.10</b>	<p><b>Project close down report</b></p> <p>At the end of the call off, the Supplier will be responsible for conducting a review of the helpline, modification, proofing and production processes using feedback from schools and STA.</p> <p>The supplier will produce a report to inform future cycles.</p>

**CT3 Guidance Materials – for administration and marking of modified tests**

No	Requirement
<b>CT3.1</b>	<p>The Supplier will provide STA with the guidance documents relating to the administration of the modified tests for VI pupils and the mark scheme amendments (MSA) documents, completed using STA's templates for the MTAI and MSA. The supplier will also provide STA with guidance on the administration of the tests to HI pupils, outlining all specific requirements for the administration and marking of each modified test. All documentation will be transferred electronically via the portal.</p> <p>STA will provide the Supplier with appropriate templates and previous versions for the presentation of guidance information.</p> <p>Guidance will contain:</p> <ul style="list-style-type: none"> <li>▪ General and test-specific guidance documents on how to administer the modified tests to pupils with visual impairment.</li> <li>▪ General and specific advice on how to administer the tests to pupils with a hearing impairment (pupils who use sign language or oralist support)</li> <li>▪ Specifications for any materials or models provided specifically for the modified tests and their assembly (as necessary).</li> </ul>
<b>CT3.2</b>	<p>The Supplier must produce guidance documentation to assist markers to mark the modified versions of the questions, making explicit the differences between the standard and modified mark schemes for each test to enable markers (or teachers in the case of key stage 1 tests) to mark the tests accurately.</p>

**CT4 Braille Papers**

The test booklets and supporting materials for each subject and level are transcribed to braille along with any modifications or amendments as agreed in the IVT Modifier's Report. A transcript

each braille booklet and set of supporting materials is also produced, so that it is clear to a non-braille reader exactly what each test contains.

No	Requirement
<b>CT4.1</b>	<p>The supplier must construct a braille version of each test in time for Modification meeting 2, along with any required supporting materials (for example a Reading booklet). Any suggested amendments from Modification meeting 2 will need to be actioned in the First Proof.</p> <p>The braille versions must meet the following minimum criteria:</p> <p><i>Keys stage 1 and 2 Tests:</i></p> <p><i>Key stage 1 Phonics Screening Check:</i></p> <p>Additional criteria for these and any other assessments will be specified in individual call-offs.</p>
<b>CT4.2</b>	<p>The supplier must devise a method for pupils to clearly and unambiguously identify specific parts of a diagram or tactile image where a particular item requires it. [For example, identifying a particular column on a bar chart]</p>
<b>CT4.3</b>	<p>The Supplier must provide a transcript of all braille test booklets for all tests, and of all braille supporting materials.</p>

## CT5 3D Models

Certain items in the standard test will have a diagram showing a 3D drawing or object, or other illustration, and may need to have a simplified physical model produced, which a visually impaired pupil or pupil with learning difficulties can safely and easily handle. Guidance on how the test administrator should introduce the model(s) to pupils should also be provided.

No	Requirement
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<b>CT5.1</b>	<p>Based on the content of the standard version of the test, the supplier shall advise where the production of a model, or models, will help a visually impaired pupil to access a question and, based on their expertise, suggest suitable specifications for the production of the model(s).</p> <p>The suggested specification for models should be appropriate for the age group, be safe to handle and be durable. The specification for any models must be provided at Modification meeting 2, providing as a minimum, the dimensions, materials, colours, and a 3d technical diagram.</p>
<b>CT5.2</b>	The Supplier must provide guidance to test administrators on the use of the models, and any additional guidance applicable to the mark scheme.

### CT6 Modified Large Print

In the Modified Large Print (MLP) version of the tests, the layout of questions can be amended; text and images can also be simplified or completely removed if not needed for visually impaired pupils to access and answer a question.

Any amendments need to be discussed and agreed with STA.

<b>No</b>	<b>Requirement</b>
<b>CT6.1</b>	<p>The supplier must construct an MLP version of each test following Modification meeting 1, along with any required supporting materials (for example, a Reading booklet). Templates will be provided. The MLP versions must meet the following minimum criteria:</p> <p>Key stage 1 and 2:</p>

### CT7 Materials to support hearing impaired (HI) pupils, or those who use sign language

Support materials for hearing impaired (HI) pupils will need to be produced for tests where elements of the test will be read aloud by a teacher or administrator to pupils.

<b>No</b>	<b>Requirement</b>
<b>CT7.1</b>	<p>The supplier must produce support materials for Hearing Impaired (HI) pupils for test materials which are delivered orally.</p> <p>These may be in the form of “flash cards”, or other materials, which can be presented to pupils to aid in the understanding of test questions.</p>

**CT8 Specialist Helpline (Lot 1 only)**

The Supplier will provide a specialist helpline service for schools and other users of modified tests.

No	Requirement
<b>CT8.1</b>	The Supplier will ensure that the Specialist Helpline is operational throughout full relevant test cycle, i.e. from start of the school year in September through to the end of the summer term.
<b>CT8.2</b>	In conjunction with and in addition to handling and recording schools' orders, the helpline will be able to provide specialist advice, including advice on appropriate use of modified test formats, ordering and distribution, and administration of the tests (such as access arrangements).
<b>CT8.3</b>	The Supplier must ensure the helpline is sufficiently resourced to cope with peak demands. The key periods are during the test order window (Oct-Feb), the dispatch window (April) and the test administration window (generally May, although Phonics checks are administered in June).
<b>CT8.4</b>	Members of the Supplier's project team will be required to provide advice to Supplier helpline staff on queries requiring specialist VI or HI input (any contentious issues should be passed to STA). If this advice is not available in the project team or from the team of modifiers, the supplier will be required to bring in external specialist knowledge for this purpose.
<b>CT8.5</b>	<p>The Supplier will ensure that:</p> <ul style="list-style-type: none"> <li>▪ 95% of calls to the Specialist Helpline are answered within 60 seconds.</li> <li>▪ The Specialist Helpline is operational from 08.30 to 17.30 (08.00 to 18.00 during test weeks) on school days.</li> <li>▪ There is a means of capturing a message from the enquirer outside of the above hours. Messages must be acknowledged the next working day.</li> <li>▪ Customer telephone enquiries are responded to on the same or next working day.</li> <li>▪ Customer written enquiries are responded to within 7 working days.</li> <li>▪ Customer complaints are responded to within 5 working days.</li> <li>▪ All schools' enquiries are logged onto an appropriate database.</li> <li>▪ Specialist HI and VI advice on ordering and administering the modified tests is available.</li> </ul>
<b>CT8.6</b>	The supplier will help to validate school orders for modified tests by contacting those STA identifies as having anomalies. STA will provide a spreadsheet to the supplier to record the outcome of the contact that will be returned to STA. STA will provide the contact list weekly on a Monday and the Supplier should return the update sheet to STA on Friday afternoon.

Indicative figures based on the 2017/8 cycle (figures rounded to the nearest 50)



Key stages 1 and 2 statutory tests – approximately 1500 inbound and outbound telephone calls; approximately 3000 e-mails sent and received; approximately 1000 orders validated per year

Past papers print on demand – up to 1000 orders

### **CT9 Order Management (Lot 1 only)**

The Supplier will be responsible for receiving, and logging on STA's test orders website, details of any orders for modified test materials that have not been directly entered on website by schools, and providing order updates directly to STA's website to an agreed schedule. Order management will generally involve logging (or updating) orders on STA's test orders website after the official deadline for ordering.

<b>No</b>	<b>Requirement</b>
<b>CT9.1</b>	The Supplier should capture orders for modified tests on behalf of a school (for example, in response to a helpdesk call).
<b>CT9.2</b>	The Supplier will be responsible for orders placed after the official deadlines for the statutory test orders (e.g. a late diagnosis, or school transfer) must be honoured up to and including the test administration period as far as reasonably possible.
<b>CT9.3</b>	The Supplier will also be responsible for validating all orders that do not meet validation criteria pre-agreed between STA and the Supplier.
<b>CT9.4</b>	<p>The Supplier shall ensure that all schools' orders are received and validated:</p> <ul style="list-style-type: none"> <li>▪ on an ongoing basis as soon as the test orders system is made available (from the beginning of October to mid-June) and completed within 14 days of the test orders system closing;</li> <li>▪ within 24 hours for late orders;</li> <li>▪ immediately for orders received the week before tests or during test weeks;</li> <li>▪ with no more than 1% error tolerance in accuracy of data.</li> </ul>
<b>CT9.5</b>	The Supplier will liaise closely with STA with regards to recording and transferring accurate information about test orders securely. STA will be responsible for providing log-in and username details. If the Supplier is unable to update STA's orders website directly for any reason, they will be expected to provide updates to STA in an alternative compatible format.

### **CT10 Past Paper Service (Lot 1 only)**

Modified tests from previous cycles are often used by schools to help determine the most appropriate type of modified paper for a pupil.

No	Requirement
<b>CT10.1</b>	The Supplier is required to provide an on-demand past paper service to schools that contact the Helpline requesting practice materials.
<b>CT10.2</b>	The Supplier shall fulfil orders for past papers (2016 onward tests) in MLP and braille. Files will be supplied by STA, where needed, to fulfil these orders. (Approximately 250 copies of each year's papers are ordered by schools )

### CT11 Delivery Requirements

No	Requirement
<b>CT11.1</b>	Final agreed versions of the modified test materials must be supplied by the Supplier in hardcopy and electronic (InDesign, or compatible open artwork files by prior agreement) to STA for printing and distribution to an agreed timeline and format.
<b>CT11.2</b>	The Supplier will deposit materials under development with STA in both hard and electronic copy at key stages throughout the cycle. A schedule for deposits will be agreed at the beginning of the cycle(s).
<b>CT11.3</b>	Materials will need to be supplied at each appropriate stage in the following format: <ul style="list-style-type: none"> <li>▪ a minimum of 4 hard copies</li> <li>▪ PDF files and/or open artwork files as required. PDF files and/or open artwork files as required</li> </ul> A full list of all documents produced must be provided to ensure completeness.
<b>CT11.4</b>	The copyright of all final materials will rest with STA.
<b>CT11.5</b>	The Supplier must produce all materials in accordance with the principles and technical requirements in <i>Guidance notes for use by modifiers</i> (for details please refer to Annex 1 of the Modified Tests Framework 2019-2022), and with the requirements of the Ofqual regulatory framework and STA's house style.
<b>CT11.6</b>	The Supplier shall work with STA to agree a schedule for origination, proofing and sign off.
<b>CT11.7</b>	The Supplier shall provide the test materials so that they are consistent with, and provide continuity with previous years in terms of style and format.

**CT12 Performance and Quality Requirements**

<b>No</b>	<b>Requirement</b>
<b>CT12.1</b>	The Supplier will conform to performance targets in relation to quality, efficiency and adherence to the timetable as laid out in each call-off. Progress towards these targets will be regularly reviewed against agreed performance criteria. Stage payments will be linked to key milestones (critical steps) in the call-off. STA will review quality at each milestone so that payment can be agreed.
<b>CT12.2</b>	The Supplier is expected to be aware of issues relating to any relevant legislation and provide appropriate advice in relation to the materials being developed and advise STA accordingly. The Supplier will ensure access and equality of opportunity, whilst safeguarding the integrity of the assessment.
<b>CT12.3</b>	The Supplier shall ensure that, where used, each and every proposed sub-Contractor, consortium member and adviser abides by the terms of this call-off requirements.
<b>CT12.4</b>	During the lifetime of this call-off there may be some changes in the requirements (e.g. responding to new government initiatives) and changes to the structure of STA. Change control procedures will be implemented if necessary and any additional costs incurred by the Supplier as a result of such decisions will need to be agreed in advance by STA. The Supplier will be required to comply with all reasonable requests under the terms of the contract and specification. Working with STA in a flexible and accommodating way is part of the customer-supplier relationship with STA.
<b>CT12.5</b>	<p>The Supplier shall ensure there are:</p> <ul style="list-style-type: none"> <li>▪ Quality control checks in operation at key points in origination schedules.</li> <li>▪ Appointed person(s) responsible for ensuring quality of all materials (i.e. with respect to accuracy, completeness, collation and confidentiality as defined elsewhere in this document), and to act as a central point of contact on these issues.</li> <li>▪ Appointed person(s) familiar with modified materials, and standard materials.</li> </ul>
<b>CT12.6</b>	The Supplier shall ensure that proofing follows STA's agreed proofing process, and be to the highest standard. There must be appropriate proof reading and quality assurance arrangements in place to ensure that materials are handed to STA without errors at each stage of origination and proofing.

### 3. Required service elements and key milestones

The Project deliverables/outputs are provided in the table below along with key responsibilities of STA and the Modified Test Agency (MTA).

Ref.	Development stage	Date
L1.1	<u>L1.1a</u> <ul style="list-style-type: none"> <li>Item Validation Trial (IVT) materials provided to Modified Tests Agency (MTA) by STA for Modifiers' reports on IVT materials (where applicable).</li> <li>MTA Modifications Manager and MTA modifiers review draft materials at IVT stage (during summer 2019) and write a report on the suitability of items for modification and inclusion into live tests.</li> </ul>	May 2019
	<u>L1.1b</u> <u>Modifiers report on IVT materials</u> <ul style="list-style-type: none"> <li>MTA provide the report in order to inform item selection of TPT (Technical Pre-Test).</li> </ul>	September 2019 (fixed)
L1.2	<u>L1.2a</u> <u>Origination stage</u> <ul style="list-style-type: none"> <li>2018 Technical Pre-Test (TPT) booklets (or individual pages of items) handed over to MTA.</li> <li>MTA modification team to start modifying materials in preparation for Modified Meeting 1.</li> <li>For science only, new modifications do not need to be developed until 2021. Therefore, at TPT stage, the MTA will produce a report stating the relative ease or difficulty in modifying the items / questions and what issues there would be in modifying the materials.</li> </ul>	March 2019
	<u>L1.2b</u> <u>Modified meeting 1</u> <ul style="list-style-type: none"> <li>To discuss and agree principles of modification – leading to the production of Draft Proofs.</li> <li>Mathematics questions where models may be required to be identified and discussed.</li> </ul>	June 2019

	<ul style="list-style-type: none"> <li>MTA tables proposed modifications for discussion at Modified Meeting 1.</li> </ul>	
	<u>L1.2c</u> <u>Draft proofs</u> <ul style="list-style-type: none"> <li>To be circulated to STA subject teams for comments.</li> <li>Collated comments returned to MTA.</li> <li>MTA produces Discussion Proofs.</li> </ul>	September 2019
	<u>L1.2d</u> <u>Project Board 3 meetings</u> – various dates depending on subject STA can inform MTA of live items at Test Construction stage.  <u>L1.2e</u> <u>Based on questions selected for live tests:</u> <ul style="list-style-type: none"> <li>Mathematics model specifications developed and agreed with STA.</li> </ul>	To be confirmed at/after start up
	<u>L1.2f</u> <ul style="list-style-type: none"> <li>STA to provide Proofing round 1 versions of standard papers – various dates depending on subject</li> <li>STA provides any versions of items trialled previously and taken to discussion proof stage.</li> </ul>	To be confirmed at/after start up
	<u>L1.2g</u> <u>Discussion proofs</u> <ul style="list-style-type: none"> <li>MTA produces Discussion Proofs of the live tests and of all the items from TPT not used in the live tests.</li> <li>MTA produces Word versions of administration guidance documents.</li> <li>MTA produces Word versions of amendments to mark schemes/provides marked up standard mark schemes</li> <li>Documents to be circulated to STA subject teams at least 7 working days in advance of Modified Meeting 2.</li> <li>STA undertakes full round of proofing and checks ready for Meeting 2.</li> </ul>	December 2019
L1.3	<u>L1.3a</u> <u>Modified meeting 2</u> <ul style="list-style-type: none"> <li>Only materials going forward to the live tests to be discussed.</li> <li>STA subject teams sign off modified versions to ensure they match standard versions, check any changes since PR1 ( <u>Proofing round 1</u>).</li> </ul>	December 2019

L1.4	<u>L1.4</u> <u>First proof stage</u> MLP & Braille <ul style="list-style-type: none"> <li>Production of First Proof versions of live tests based on mark up of Discussion Proofs agreed at Modified Meeting 2.</li> <li>MTA to send First Proof versions to the nominated STA contact for each subject and the Modifier (list of contacts will be shared at the Start-up Meeting).</li> <li>MTA to send updated versions of administration documents and Mark Schemes Amendments (MSAs) - STA will develop versions after first proof stage.</li> <li>STA teams undertake full round of proofing and checking – any comments and mark-ups sent to MTA (if required). Modifications are already complete for 2020 science papers. The MTA will need to produce First proof versions for sign off, working from files that will be supplied by STA</li> </ul>	January 2020
L1.5	<u>L1.5</u> <u>Sign off proof stage</u> MLP & Braille <ul style="list-style-type: none"> <li>MTA to produce full Sign-off pack versions of live tests based on any comments on First Proof versions.</li> </ul>	January 2020
L1.6	<u>L1.6</u> <ul style="list-style-type: none"> <li>STA subject teams sign-off materials with Head of Test Development Research.</li> </ul>	January 2020
L1.7	<u>L1.7</u> <ul style="list-style-type: none"> <li>STA subject teams send 'Approval to Print' form to MTA for each test that is signed off.</li> </ul>	January 2020
L1.8	<u>L1.8</u> <ul style="list-style-type: none"> <li>STA receives final versions of live tests and associated electronic files from MTA.</li> <li>Live tests are signed off to print with Deputy Director, Test Development Division.</li> </ul>	February 2020
L1.9	<u>L1.9</u> <u>KS2 Handover</u> <ul style="list-style-type: none"> <li>Handover of live standard and modified tests to STA Print and Logistics team (for KS2)</li> </ul>	To be confirmed at start up as part of final handover schedule
L1.10	<u>L1.10</u> <u>Completion of unselected items</u>	March 2020

	<ul style="list-style-type: none"> <li>Once all work on live 2019 tests has been completed.</li> <li>Unselected items are taken to Discussion Proof stage</li> <li>Supplier sends completed versions to STA.</li> </ul>	
L1.11	<p><u>L1.11</u> <u>Completion of unselected items</u></p> <ul style="list-style-type: none"> <li>Once all work on live 2020 tests has been completed.</li> <li>Unselected items are taken to Discussion Proof stage</li> <li>Supplier sends completed versions to STA.</li> </ul>	March 2020
L1.21	<p><u>L1.12</u> <u>Advice</u></p> <p>Provide specialist advice to schools on the basis of enquiries received by telephone, email or letter. This includes advice on:</p> <ul style="list-style-type: none"> <li>appropriate use of modified test formats</li> <li>test ordering</li> <li>timetable for distribution of tests</li> <li>administration of tests.</li> </ul>	Ongoing
L1.13	<p><u>L1.132a</u> <u>Ordering</u></p> <ul style="list-style-type: none"> <li>Take and record school orders for modified test materials for both KS1 and KS2 (all subjects apart from science). The table below indicates the services required for each test type in more detail.</li> </ul> <p><u>L1.13b</u> <u>Key stages 1 &amp; 2</u></p> <ul style="list-style-type: none"> <li>Take orders directly from schools and input them into NCA tools (or whichever mechanism STA deploys), if required (including late orders).</li> <li>Validate school test orders that have been placed on the test ordering system. This should happen on an ongoing basis from when the order window opens.</li> </ul> <p><u>L1.13c</u> <u>Late orders:</u></p> <ul style="list-style-type: none"> <li>The MTA may receive late orders up to and including the day before a test is scheduled. STA will inform the MTA of the process to be followed in these cases.</li> </ul> <p><u>L1.13d</u> <u>Phonics screening check</u></p>	<p>Test Orders window: November 2019 (tbc)</p> <p>Late orders: December 2019 - May 2020</p> <p>March – June 2020</p>





### 3. Key Payment Milestones and Key Payment Milestones Dates

Payment will follow the completion of the Key Milestones listed above. Key Payment Milestones are:

**REDACTED**

### 4. Supporting documentation

The Modified Tests Framework Call-Off 01 ITQ document sets out the full specification of requirements including the project deliverables, functional requirements and performance requirements. The original ITQ and the supplier's response are appended to this contract document.

**REDACTED**

**In witness** whereof this Call-Off Contract has been duly executed.

Signed for and on behalf of the Department for Education:

**REDACTED**

Name and Title: **REDACTED**

Date: **REDACTED**

Signed for and on behalf of the Supplier:

**REDACTED**

Name and Title: **REDACTED**

Date: **REDACTED**