

CONTRACT ORDER FORM

This Contract Order Form is issued in accordance with the provisions of the Apprenticeship Training Provider Dynamic Marketplace (DMP) Agreement for the provision of **Level 4 Apprenticeship Provider**. Dated [13/03/2023].

The Supplier agrees to supply the Goods and/or Services specified below on and subject to the terms of this Contract.

For the avoidance of doubt this Contract consists of the terms set out in this Contract Order Form and the Contract Terms

Order Number	CCDE22A10
From	GOVERNMENT SECURITY PROFESSION (part of government security group) ("Customer")
To	Estio Training Ltd ("Supplier")

1. CONTRACT PERIOD

1.1	Commencement Date	13/03/2023
1.2	Expiry Date (Apprenticeship programme completion date / End Point Assessment completion date)	12/03/2025 With the potential to extend for any length up to a year until 12/03/2026 at the sole discretion of the Contracting Authority subject to further budgetary approvals.

2. SERVICES REQUIRED

2.1	Services Required. APPRENTICESHIP TRAINING PROVIDER SERVICES / END POINT ASSESSOR SERVICES / BOTH. LOCATION APPRENTICESHIP TYPE AND SPECIFIC APPLICABLE INSTITUTE FOR APPRENTICESHIPS STANDARD NUMBER OF STUDENTS	<ol style="list-style-type: none">1. The requirement is to provide and deliver training against the Level 4 Cyber Security Technologist (2021) Apprenticeship standard for all three specialisms (Cyber Engineer, Risk Analyst and Cyber Defender and Respond) Please refer to Annex A – Statement of Requirements and Annex B – Supplier Proposal2. Both.3. Various across England4. ST1021
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	CLASS BASED ADDITIONAL SERVICES	<p>5. 25</p> <p>6. Mix of face-to-face and online training which can be delivered across various locations in England. A number of platforms may need to be provided to allow individuals across government to participate without difficulty.</p> <p>7. No additional services required.</p>
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3. CONTRACT PERFORMANCE

3.1	Required Apprenticeship Standard	<p>Level 4 Cyber Security (2021) - ST1021</p> <p>All three specialisms; Cyber Engineer, Risk Analyst, Cyber Defender and Responder</p>
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3.1	Quality Standards	<p>Continued adherence to the relevant Institute for Apprenticeships industry standard. (www.instituteforapprenticeships.org/) Maintained ESFA registration and accreditation. General industry good practice</p>
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4. PAYMENT

4.1	Contract Charges	<p>The Total Contract Value will be £414,000 (ex VAT). This will be inclusive of any extension options.</p> <p>REDACTED TEXT under FOIA Section 43 Commercial Interests.</p>
4.2	Payment terms/Profile	<p>Payment to be made in accordance with the current in force ESFA funding rules.</p> <p>Further additional terms in Annex 2 of Contract Schedule 3</p>
4.3	Customer billing address	70 Whitehall, Westminster, London SW1A 2AS

5. LIABILITY AND INSURANCE

5.1	Suppliers limitation of Liability	In Clause 25 of the Contract Terms
5.2	Insurance	Professional Indemnity Insurance cover of £1 million any one claim.

		Public Liability Insurance cover of £1 million any one claim. Employers Liability insurance cover of £5 million any one claim.
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FORMATION OF CONTRACT

By signing and completing this Contract Order Form the Supplier and the Customer agree to enter into a binding contract governed by the terms of this Contract Order Form and the attached terms and conditions.

For and on behalf of the Supplier:

Name and Title	REDACTED TEXT under FOIA Section 40, Personal Information.
Date	REDACTED TEXT under FOIA Section 40, Personal Information.

For and on behalf of the Customer:

Name and Title	REDACTED TEXT under FOIA Section 40, Personal Information.
Date	REDACTED TEXT under FOIA Section 40, Personal Information.

Special Terms - KPIs & SLAs

KPI	KPI Description	Target
KPI 1	The Supplier to maintain sufficient management information to enable an effective RAG status to be maintained for each apprentice's development and progress towards completion.	100%
KPI 2	The RAG status to be shared with Government Security Profession (GSP) and the relevant host department quarterly. GSP will also maintain a RAG status (based on feedback from host departments) for comparison at quarterly review meetings with the Supplier.	100%
KPI 3	An apprentice must not be at 'Red' or 'Amber' due to an issue with the provision of apprenticeship training or lack of pastoral care from the Supplier. In this eventuality, the supplier should provide evidence to GSP on the cause and the mitigations planned to resolve this. Repeated instances of this KPI not being met will lead to review of the contract.	100%

SLA	Service Area	SLA description	Target
SLA 1	Set up	Cohort start.	Within 4 weeks of registration.
SLA 2	Set up	Run an induction for new apprentices including: SLA 3	First week of apprenticeship.
SLA 3	Set up	Timetable of apprenticeship programme Managers' Guide	Timetable of programme's first year to be given to apprentices at induction. Managers' Guide to be provided to host departments and GSP one month before induction.
SLA 4	Governance	The Supplier to maintain accurate contact information for both GSP and themselves, keeping GSP up to date with any key contact personnel changes.	Ongoing
SLA 5	Governance	Apprentice Development Review. Meet with GSP to highlight any issues, potential improvements or changes and provide further support where necessary.	Quarterly
SLA 6	Governance	Service Delivery Review. Meet with GSP to review and highlight any key issues, changes or activity to prepare for the next 6 months. This will also give the opportunity for senior GSP representatives to contribute if necessary.	Every 6 months
SLA 7	Governance	The learning provider will provide a named contact with whom GSP can liaise directly, for example, so that urgent issues may be addressed without an intermediary.	Ongoing
SLA 8	Administration	Consistent functionality of Customer Service Support (telephony, emails, course booking service)	Customer service support is contractually required to be operational between the hours of 08:30 and 17:30 on any working weekday (excluding bank holidays).
SLA 9	Administration	Responses to requests from GSP and host departments' representatives	90% within 48 hours and 100% within 5 days
SLA 10	Administration	Resolution of telephone and email enquiries	95% within 24 hours (working hours) of receipt and 99% within 5 working days of receipt
SLA 11	Administration	Acknowledgement of complaints	Within 24 hours (working hours) of receipt
SLA 12	Administration	Resolution of complaints	90% within 10 working days of receipt and 100% within 20 days of receipt.
SLA 13	Administration	All communication with learners should be done through student email, not a combination of VLE notifications, personal email, student email, etc.	Ongoing
SLA 14	Administration	Provision of completion certificates in a prompt and timely manner.	99% within 8 weeks of completion of the apprenticeship
SLA 15	Administration	Provision of course dates prior to the start of semester	2 weeks before the start of semester
SLA 16	Administration	A reasonable timeframe for returning drafts to learners to give time to submit the final assessment	To be agreed between GSP and Supplier
SLA 17	Teaching staff	Notification of change of coach/assessor.	Notification to apprentice and the customer apprentice lead, if applicable, at least 5 working days' notice of a planned change before change
SLA 18	Teaching staff	Replacement of coach/assessor.	New coach/assessor to be in place no more than 5 working days after previous coach/assessor - apprentice should not be without a coach/assessor for more than 5 working days
SLA 19	Teaching staff	Skills coach to meet with learners individually (virtually or face-to-face)	8 – 10 weeks.

SLA 20	Teaching staff	Tutor marking of assignments	Within 2 weeks of submission deadline
SLA 21	Training	Timetable of apprenticeship programme	Apprentice to be notified of any changes to apprenticeship programme timetable at least 3 months before scheduled change
SLA 22	Training	Acknowledgement of cancellation of workshop / review meeting to individual and line manager	Within 24 hours (working hours) of receipt
SLA 23	Training	All materials are on site and available on day of delivery	All materials must be delivered to the nominated address supplied by the departmental requestor or host before the start time of the face-to-face event
SLA 24	Training	Supplier to inform host department of any absence from training.	Within 4 hours.
SLA 25	Training	The supplier will send copies of the assignment brief to GSP one week prior to the assignment brief being released to learners.	Ongoing
SLA 26	Training	Learners with reasonable adjustments, for example those with dyslexia, should be granted an extension on all pieces of work as standard, and should not have to apply for a separate extension each semester.	Ongoing
SLA 27	Training	Extension requests should apply to both draft and final assignment submissions.	Ongoing
SLA 28	Training	All taught lessons to be recorded and made available to all apprentices	Within 5 working days of the lesson taking place
SLA 29	Management Information	Provision of detailed apprentice development reports	To be agreed between GSP and supplier
SLA 30	Management Information	Inform GSP representatives and learner's line manager of any apprentice's progression being flagged as 'red'.	Within 5 working days of identification. 100% at all times.
SLA 31	Management Information	Relevant apprentice development management information shall be delivered on time to GSP with evidence that data has been quality assured and MI is as accurate as possible.	Monthly; 5th working day of the following month