



Department
for Education

THE SECRETARY OF STATE FOR EDUCATION

- AND -

Church of England

**CALL OFF CONTRACT for the supply of the
National Professional Qualifications Framework 2022**

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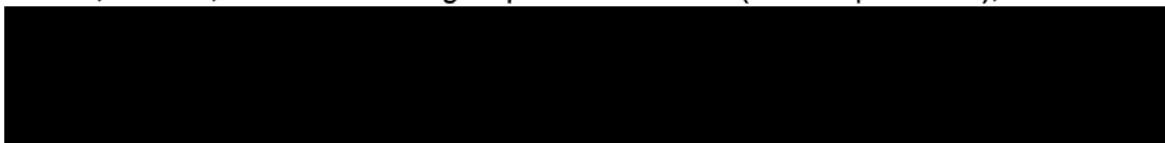
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THIS CONTRACT is made on **16th February 2024.**

BETWEEN

1. **THE SECRETARY OF STATE FOR EDUCATION** of Sanctuary Buildings, Great Smith Street, London, SW1P 3BT acting as part of the Crown ("The Department"); or

2.



WHEREAS:

- a) By way of an FTS notice dated 8 November 2021, the Department undertook a tender exercise, for service providers to be appointed to the National Professional Qualification 2022 Framework Agreement (the Framework) for the supply of National Professional Qualification services.
- b) In September 2023 the Department undertook a Further Competition via Lot 4 – Future Services, of the Framework to appoint providers to deliver an NPQ for SENCO.
- c) The Contractor was one of the Providers that was successful in the Further Competition and has therefore been appointed to deliver the NPQ for SENCO via Lot 4 of the Framework.
- d) This Call Off Contract ("the Contract") sets out the terms and conditions that govern the provision of the services.

NOW IT IS HEREBY AGREED AS FOLLOWS:-

1. INTERPRETATION

1.1. In this Contract the following words shall mean:-

"Agent"	means an organisation or individual engaged by the Department to represent it;
"Affiliate"	in relation to any person, the holding company or subsidiary of that person or any subsidiary of such holding company, and "holding company" and "subsidiary" shall have the meaning given to them in Section 1159 and Schedule 6 of the Companies Act 2006;
"Central Government Body"	means a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics: (1) Government Department; (2) Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); (3) Non-Ministerial Department; or (4) Executive Agency;
"Charge"	means the Charge made by the Contractor to the Department in accordance with the Part 1 of Schedule 2 of this Call Off Contract;
"Cohort"	means a group of Participants that are undertaking an NPQ or receiving the Early Headship Coaching Offer for new head teachers as appropriate;
"Cohort Commencement Date"	means the date that the Participants commence their induction. If this Call Off Contract covers more than one Cohort, it shall be the date that the first Cohort commences;
"Contract Date"	means the date this Contract is duly executed as stated above;
"Contractor Personnel"	all employees of Agents, Contractors and any Sub-Contractor;
"Confidential Information"	means information as defined in this Contract which includes the Department's Confidential Information and/or the Contractor's Confidential Information including for the Contractor the information set out in Schedule 10 (Commercially Sensitive Information);
"Contracting Department"	any contracting Department as defined in Regulation 5(2) of the Public Contracts (Works, Services and Supply) (Amendment) Regulations 2000 other than the Department;
"Contract Period"	shall be the contract duration as set out in clause 2.1;
"Contractor Personnel"	all employees, Agents, consultants, and contractors of the Contractor and/or of any Sub-Contractor engaged by the Contractor;
"Control"	means a person that possesses, directly or indirectly, the power to direct or cause the direction of the management and policies of the other person (whether through the ownership of voting shares, by contract or otherwise) and " Controls " and " Controlled " shall be interpreted accordingly;
"Controller", "Processor,"	have the meaning given in the GDPR;
"Data Subject", "Personal Data", "Personal Data Breach", "Data Protection Officer"	

"Correctly Submitted Invoice"	means an invoice that is delivered in timing in accordance with the Contract; is for the correct sum; in respect of goods/services supplied or delivered to the required quality (or are expected to be at the required quality); includes the date, Contractor name, contact details and bank details; quotes the relevant purchase order/contract reference and has been delivered to the nominated address;
"Crown Body"	any department, office or agency of the Crown;
"the Department"	means the Department for Education and its agencies;
"the Department's Contract Manager"	
"Data Loss Event"	any event that results, or may result, in unauthorised access to Personal Data held by the Contractor under this Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of this Contract, including any Personal Data Breach;
"DPA 2018"	Data Protection Act 2018;
"Data Protection Impact Assessment"	an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data;
"Data Protection Legislation"	(i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time (ii) the DPA 2018 to the extent that it relates to processing of personal data and privacy; (iii) all applicable Law about the processing of personal data and privacy;
"Data Subject Access Request"	a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data;
"Declaration"	means a declaration made by the Contractor via the Department's digital platform that they have sufficient evidence to support a claim for an Output Payment;
"Delivery Implementation Plan"	means the Implementation Plan included in the Contractor's Delivery Plan submitted with the Contractor's Quotation for the Call Off Contract;
"Delivery Plan"	means the Delivery Plan submitted with the Contractor's Quotation and included in Schedule 1: Part 2 – The Contractor's Solution;
"the Department"	means the Department for Education and its agencies;
"Department's Intellectual Property Rights"	means all Intellectual Property Rights comprised in or necessary for or arising from the performance of the Services;
"Digital Platform"	means the Contractor's technology and ICT systems including any portal that will be used to deliver any part of the Services;
"Disclosure and Barring Service or DBS"	the Home Office sponsored safeguarding services that helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children;
"Employee Transfer Date"	means in respect of any Transferring Contractor Employee the date on which the part of the Services to which they are assigned transfers from the Contractor to any Successor Contractor;
"Environmental Information Regulations"	the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issues by the Information Commissioner or relevant Government Department in relation to such regulations;

"Existing IPR"	any and all IPR that are owned by or licensed to either Party which are or have been developed independently of the Contract whether prior to the date of the Contract or otherwise;
"Exit Plan"	the plan prepared by the Contractor in accordance with clause 15.11 setting out the Contractor's methodology for achieving an orderly transition of the Services from the contractor to the Department or a Successor Contractor on the expiry or termination of this Contract;
"Expiry Date"	means 31 st January 2025 being the last day of the Contract Period unless the Contract Period is extended in accordance with clause 2;
"Extension Period"	shall have the meaning given to it in clause 2.2;
"External Evaluator"	means the independent evaluator or evaluators appointed by the Department further to paragraph 12 of Schedule 1 (Part 1: The Services);
"FOIA"	the Freedom of Information Act 2000 and any subordinate legislation made under this Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government Department in relation to such legislation;
"Force Majeure"	means any event or occurrence which is outside the reasonable control of the Party concerned and which is not attributable to any act or failure to take reasonable preventative action by that Party, including fire; flood; violent storm; pestilence; explosion; malicious damage; armed conflict; acts of terrorism; nuclear, biological or chemical warfare; or any other catastrophe, natural or man-made, but excluding: (a) any industrial action occurring within the Contractor's or any of its Sub-Contractor's organisation, or otherwise involving the Contractor Staff; or (b) the failure by any Sub-Contractor of the Contractor to perform its obligations under any Sub-Contract;
"Framework Agreement"	means the Framework Agreement dated 14 April 2022 between the Department and the Contractor which was awarded under Regulation 33 of the Regulations and under which the Services are being called off;
"Framework Tender"	Means the tender submitted by the Contractor during the procurement process to appoint the Framework contractors;
"Future Transfer Date"	means the date of termination or expiry of this Contract;
"GDPR"	the General Data Protection Regulation (Regulation (EU) 2016/679);
"Good Industry Practice"	that degree of skill, care, prudence, foresight and operating practice which would reasonably and ordinarily be expected from time to time of a skilled and experienced operator (engaged in the same type of undertaking as that of the Contractor) or any Sub-Contractor under the same or similar circumstances;
"His Majesty's Government"	means the duly elected Government for the time being during the reign of His Majesty and/or any department, committee, office, servant, or officer of such Government;
"ICT"	means information and communications technology;
"Implementation Plan"	means the Delivery Implementation Plan or Set Up Implementation Plan included in Schedule 7;

"Information"	has the meaning given under section 84 of the Freedom of Information Act 2000;
"IPR Claims"	any claim against the Department of infringement or alleged infringement (including the defence of such infringement or alleged infringement) of any IPRs used by or on behalf of the Contractor (including by a Sub-Contractor) in relation to the delivery of the Services save for any such claim to the extent that it is caused by any use by or on behalf of the Department of any IPRs that are relevant to this Contract in combination with any item not supplied or recommended by the Contractor pursuant to this Contract or for a purpose not reasonably to be inferred from the Specification or the provisions of this Contract;
"Intellectual Property Right"	means any copyright, rights in designs, database rights, domain names, trademarks, service marks, patents or any applications for any of the foregoing, know-how or similar rights or obligations (whether registerable or not) including Moral Rights as defined in Chapter IV of the Copyright, Designs and Patents Act 1988;
"LED"	Law Enforcement Directive (Directive (EU) 2016/680);
"Milestone"	means an activity, or series of activities or tasks or deliverables associated with the delivery of the Service that the Contractor is required to meet, achieve, complete or deliver by a stated date;
"Milestone Date"	means the date by which the Contractor shall achieve the related Milestone;
"New IPR"	IPR in items created by the Contractor (or by a third party on behalf of the Contractor) specifically for the purposes of a Call Off Contract and updates and amendments of these items including (but not limited to) data base schemes;
"Personal Data"	shall have the same meaning as set out in the Data Protection Act 2018;
"Personnel List"	means a list prepared and updated by the Contractor of all Contractor personnel who are at the date of the list wholly or mainly engaged in or assigned to the provision of the Services or any relevant part of the Services;
"Property"	means the property, other than real property, issued or made available to the Contractor by the Client in connection with the Contract;
"Protective Measures"	appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of such measures adopted by it;
"Quotation"	means the Contractor's offer submitted to the Department to undertake this Call Off Contract;
"Regulatory Bodies"	those government departments and regulatory, statutory and other entities, committees and bodies which, whether under statute, rules, regulations, codes of practice or otherwise, are entitled to regulate, investigate, or influence the matters dealt with in this Contract or any other affairs of the Department and "Regulatory Body" shall be construed accordingly;

"the Regulations"	means the Public Contracts Regulations 2015;
"Relevant Legislation"	means any statute or regulations or the EC Treaty (or any directives or regulations made under them);
"Relevant Personnel Documentation"	means the information in relation to Transferring Contractor Employees as prescribed in Part C of Schedule 13 (Staff Transfer);
"Replacement Services"	any services which are the same as or substantially similar to any of the Services and which the Department receives in substitution for any of the Services following the expiry or termination or partial termination of this Contract, whether those services are provided by the Department internally or by any third party;
"Replacement Supplier"	any third party provider of Replacement Services appointed by the Department from time to time (or where the Department is providing Replacement Services for its own account, the Department);
"Request for Information"	a request for information or an apparent request under the Code of Practice on Access to Government Information, FOIA or the Environmental Information Regulations;
"Required Insurances"	means the insurances as set out in clause 9.15;
"the School"	means the organisation named as a Party to this Contract;
"Set Up Implementation Plan"	means the Implementation Plan submitted by the Contractor in their Framework Tender;
"Serious Breach"	means: (a) any breach referred to as a Serious Breach in the Contract; and/or (b) any breach or breaches which adversely, materially, or substantially affect the performance or delivery of the Services in part or in full, or the provisions of a safe, healthy and supportive learning environment. Serious Breach includes but is not limited to: (i) a breach of security that adversely affects the Personal Data or privacy of an individual; and (ii) failure to comply with Law, or acts or omissions by the Contractor that endanger the health or safety of others;
"the Services"	means the services to be performed by the Contractor as described in Schedule 1;
"Service Failure"	means the failure of the Contractor to meet SLAs, KPIs and Milestones as described in this Call Off Contract;
"SME"	means a micro, small or medium-sized enterprise defined in accordance with the European Commission Recommendation 2003/361/EC and any subsequent revisions;
"Staffing Information"	means the Staffing Information provided by the Contractor in accordance with Schedule 13 (Staff Transfer);
"Start Declaration"	means a declaration made by the Contractor via the Department's digital platform that a participant has commenced their training with the Contractor and which is used by the Contractor as evidence to support a claim for an Output Payment;

"Sub-Contract"	means a contract between two or more suppliers, at any stage of remoteness from the Department in a Sub-Contracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of the Contract;
"Sub-Contractor"	the third party with whom the Contractor enters into a Sub-Contract or its servants or Agents and any third party with whom that third party enters into a Sub-Contract or its servants or Agents;
"Sub-processor"	any third party appointed to process Personal Data on behalf of the Contractor related to this Contract;
"Successor Contractor"	means the Contractor that delivers services that are substantially the same as the Services after the expiry or termination of the Contract;
"Termination Date"	means the date set out in a termination notice on which this Contract (or a part of it as the case may be) is to terminate;
"Transferring Contractor Employees"	means those employees of the Contractor who are at the Future Transfer Date employed under a contract of service or apprenticeship or otherwise in the relevant part of the undertaking which transfers on the termination or expiry of this Contract pursuant to TUPE or the Acquired Rights Directive 187/77/EC or otherwise to any Successor Contractor;
"Transfer of Undertakings Regulations 2006 or TUPE"	means the Transfer of Undertakings (Protection of Employment) Regulations 2006, as amended from time to time;
"Variation"	A change to the terms of this Contract agreed in accordance with Schedule 5 (Change Control Procedure);
"Working Day"	any day other than a Saturday, Sunday or public holiday in England and Wales.

1.2. References to "Contract" mean this contract (and include the Schedules). References to "clauses" and "Schedules" mean clauses of and Schedules to this Contract. The provisions of the Schedules shall be binding on the Parties as if set out in full in this Contract.

1.3. Reference to the singular include the plural and vice versa and references to any gender include both genders and the neuter. References to a person include any individual, firm, unincorporated association or body corporate.

2. COMMENCEMENT AND CONTINUATION

2.1. The Contractor shall commence the Services on the Contract Date and, subject to clause 10.1 shall complete the Services on or before the Expiry Date.

2.2. The Department shall have the right to request in writing that the Contract Period be extended for one or more period on one or more occasions, but the maximum cumulative Extension Period shall not be longer than the original Contract Period.

2.3. If the Department exercises its right to request an extension under clause 2.2, the last date of the Extension Period shall be the new Expiry Date and references to "Expiry Date" shall be interpreted accordingly.

3. CONTRACTOR'S OBLIGATIONS

3.1. The Contractor shall promptly and efficiently deliver the Services in accordance with the provisions set out in Schedule 1: Part 1 (The Services), the special conditions set out in Schedule 3 (Additional clauses) and in accordance with the Schedule 1: Part 2 (The Contractor's Solution). Where there is any conflict between the terms of this Contract and the special conditions set out in Schedule 3, the special conditions shall prevail.

- 3.2. The Contractor shall comply with the accounting and performance measures set out in Schedule 2 (Pricing and Performance Measures).
- 3.3. The Contractor implements quality management arrangements and complies with the Quality Assurance requirements set out in Schedule 8 and in Section 6a – of the Specification to ensure the Services are delivered to a consistent and high standard. The Contractor notifies the Department as soon as practicable in the event they become aware of any matter(s) which may affect the quality of the Services.
- 3.4. The Contractor attends meetings relating to the Services, Continuous Improvement and the Contractor's performance with the Department as set out in the Specification and this Contract. The Contractor is not paid separately for attending such meetings unless expressly set out in the Call Off Order.
- 3.5. The Contractor shall comply with all statutory provisions including all prior and subsequent enactments, amendments and substitutions relating to that provision and to any regulations made under it.
- 3.6. In entering into this Contract the Contractor is confirming that:
- 3.6.1. it has read and understood the Department's expectations of all Services as set out in the [Government's Contractor Code of Conduct](#) and the Contractor will deliver the Services in accordance with the Contractor Code; and
- 3.6.2. it will deliver the Services by reference to the Contractor Code as dated February 2019 and thereafter as updated from time to time.
- 3.7. The Contractor shall update the Implementation Plan, as set out at Schedule 7 (Implementation Plan) and submit it to the Department, for its approval, a finalised Implementation Plan within six (6) weeks of the date of this Contract.
- 3.8. The Contractor shall work co-operatively and in partnership with the Department's independent evaluator as set out in the Schedule 1: Part 1 (The Services) and shall commit to supporting continuous improvement for the duration of this Contract by sharing knowledge and experiences with the Department, the External Evaluator and the other Contractors on the Framework Agreement.

3.9. Not used.

4. DEPARTMENT'S OBLIGATIONS

- 4.1. The Department will comply with the payment provisions of Schedule 2: Part 1 (Pricing) provided that the Department has received full and accurate information and documentation as required by Schedule 2 to be submitted by the Contractor for work completed to the satisfaction of the Department.

5. NOT USED

6. MANAGEMENT

- 6.1. The Contractor shall promptly comply with all reasonable requests or directions of the Department's Contract Manager in respect of the Services.
- 6.2. The Contractor shall address any enquiries about procedural or contractual matters in writing to the Department's Contract Manager. Any correspondence relating to this Contract shall quote the reference number set out in the Recitals to this Contract.
- 6.3. The Contractor's key personnel and Sub-Contractor are set out in Schedule 9 (Key Personnel and Sub-Contractors). The Contractor shall notify the Department of any changes to its key personnel or any proposed change of Sub-Contractors. In relation to any proposed change of Sub-Contractor the Contractor shall comply with the provisions of clause 7.6-7.8 and clause 19.

7. CONTRACTOR'S EMPLOYEES AND SUB-CONTRACTORS

- 7.1. The appointment by the Contractor of Sub-Contractors shall be subject always to the requirements of clause 19. Where the Contractor does enter into any Sub-Contract the provisions of clauses 7.2 to 7.16 shall apply.

- 7.2. Where the Contractor enters into a contract with one or more for the purpose of performing its obligations under the Contract (the "Sub-Contractor") it shall ensure prompt payment in accordance with this clause 7.1. Unless otherwise agreed by the Department in writing, the Contractor shall ensure that any contract requiring payment to a Sub-Contractor shall provide for undisputed sums due to the Sub-Contractor to be made within 30 days from the receipt of a valid invoice.
- 7.3. The Contractor shall comply with clause 7.2 and shall provide, at the Department's request, sufficient evidence to demonstrate compliance.
- 7.4. The Contractor shall take all reasonable steps to satisfy itself that the Contractor Personnel it engages are suitable in all respects to perform the Services.
- 7.5. The Contractor shall give to the Department, if so requested, a list of all persons who are or may be at any time directly concerned with the performance of this Contract specifying the capacity in which they are concerned with the provision of the Services and giving such other particulars as the Department may reasonably require.
- 7.6. If the Department notifies the Contractor that it reasonably considers that a Sub-Contractor is not appropriately qualified or trained to provide the Services or otherwise is not providing the Services in accordance with this Contract, then the Contractor shall, as soon as is reasonably practicable, take all such steps as the Department considers necessary to remedy the situation or, if so reasonably required by the Department, shall remove the said Sub-Contractor from providing the Services and shall provide a suitable replacement (at no cost to the Department).
- 7.7. The Contractor shall take all reasonable steps to avoid changes of Sub-Contractors assigned to and accepted to provide the Services under the Contract except whenever changes are unavoidable or of a temporary nature. The Contractor shall give immediate notice in writing to the Department's Contract Manager of proposals to change Sub-Contractors.
- 7.8. The Contractor shall immediately notify the Department if they have any concerns regarding the propriety of any of its Sub-Contractors in respect of work/services rendered in connection with this Contract.
- 7.9. The Contractor acknowledges that Key Contractor Staff and Key Sub-Contractors are essential to the proper provision of the Services. The Parties have agreed to the appointment of Key Contractor Staff and Key Sub-Contractors listed in Schedule 9 as at the Effective Date.
- 7.10. The Contractor agrees that:
- 7.10.1. Key Contractor Staff shall not be released from supplying the Services without the Department's consent except by reason of long-term sickness, maternity leave, paternity leave or termination of employment or other similar reason.
- 7.10.2. Any replacements of Key Contractor Staff or Sub-Contractors shall be subject to the Department's consent and shall be of at least equal status, experience and skills to Key Contractor Staff or Sub-Contractor(s) being replaced and be suitable for the responsibilities of that person or company in relation to the Services.
- 7.11. The Department shall not unreasonably withhold consent under the clauses in paragraph 7.10. Such consent shall be conditional on appropriate arrangements being made by the Contractor to minimise any adverse effect on Services which could be caused by a change in Key Contractor Staff or Key Sub-Contractors.
- 7.12. The Department may require the Contractor to remove any Key Contractor Staff or Sub-Contractors who the Department considers is in any respect unsatisfactory.
- 7.13. The Department shall not be liable for the cost of replacing any Key Contractor Staff or Sub-Contractors and the Contractor shall indemnify the Department against all Employment Liabilities that may arise in this respect.
- 7.14. The Contractor, its employees and Sub-Contractors (or their employees), whilst on Departmental premises, shall comply with such rules, regulations and requirements (including those relating to security arrangements) as may be in force from time to time.

- 7.15. The Contractor shall ensure the security of all the Property whilst in its possession, during the supply of the Services, in accordance with the Department's reasonable security requirements as required from time to time.
- 7.16. The Parties agree that:
- 7.16.1. the Contractor shall both during and after the Contract Period indemnify the Department against all Employee Liabilities that may arise as a result of any claims brought against the Department by any person where such claim arises from any act or omission of the Contractor or any Contractor Personnel; and
- 7.16.2. the Department shall both during and after the Contract Period indemnify the Contractor against all Employee Liabilities that may arise as a result of any claims brought against the Contractor by any person where such claim arises from any act or omission of the Department or any of the Department's employees, Agents, consultants and contractors.

Staff Transfer

- 7.17. The Parties agree that:
- 7.17.1. where the commencement of the provision of the Services or any part of the Services results in one or more Relevant Transfers, Schedule 13 (Staff Transfer) shall apply as follows:
- (i) where the Relevant Transfer involves the transfer of Transferring Department Employees, Part A and Part D of Schedule 13 (Staff Transfer) shall apply;
 - (ii) where the Relevant Transfer involves the transfer of Transferring Former Contractor Employees, Part B and Part D of Schedule 13 (Staff Transfer) shall apply;
 - (iii) where the Relevant Transfer involves the transfer of Transferring Department Employees and Transferring Former Contractor Employees, Parts A, B and D of Schedule 13 (Staff Transfer) shall apply; and (iv) Part C of Schedule 13 (Staff Transfer) shall not apply.
- 7.17.2. where commencement of the provision of the Services or a part of the Services does not result in a Relevant Transfer, Part C of Schedule 13 (Staff Transfer) shall apply, Part D of Schedule 13 may apply and Parts A and B of Schedule 13 (Staff Transfer) shall not apply; and
- 7.17.3. Part E of Schedule 13 (Staff Transfer) shall apply on the expiry or termination of the Services or any part of the Services.

7A SAFEGUARDING

- 7A.1 The Contractor shall make arrangements for ensuring that the Provision is provided with a view to safeguarding and promoting the welfare of children receiving education or training. In doing so, the Contractor shall have regard to any guidance published, from time to time, by the Secretary of State for Education, which sets out the expectations in relation to safeguarding practice within schools. References to 'must' in any such guidance shall be treated as 'should' for the purposes of this Agreement, save for any references to legal requirements arising from the Safeguarding Vulnerable Groups Act 2006 in respect of referrals to the Disclosure and Barring Service. Failure to do so may constitute a Serious Breach of this Contract.
- 7A.2 The Contractor must carry out appropriate Disclosure and Barring Service checks on all applicants including those from outside the UK for employment where such applicants would be employed to work in regulated activity relating to children or vulnerable adults (as defined by the Safeguarding Vulnerable Groups Act 2006) if successful and must seek additional information about an applicant's conduct.
- 7A.3 The Contractor shall not employ or engage, or continue to employ or engage, any person who is subject to a prohibition order made under section 141B of the Education Act 2002 to carry out teaching work (as defined in regulation 3 of the Teachers' Disciplinary (England) Regulations 2012).
- 7A.4 The Contractor shall, in circumstances where it Sub-Contracts the management and / or delivery of the Services under this Contract, ensure that the content of this clause 7A is included in its contract with Sub-Contractors.

- 7A.5 The Contractor and its Sub-Contractors must be able to demonstrate that they have robust recordkeeping procedures in respect of safeguarding through checks on record keeping undertaken.
- 7A.6 A breach by the Contractor and / or its Sub-Contractors of this clause 7A shall constitute a Serious Breach of the Contract.

8. INTELLECTUAL PROPERTY RIGHTS (IPR)

- 8.1. Each Party keeps ownership of its own Existing IPR.
- 8.2. Pursuant to clause 2.1 the Contractor gives the Department a non-exclusive, perpetual, royalty free, irrevocable, transferable UK-wide licence to use, change and sub-license the Contractor's Existing IPR to enable it to both:
- 8.2.1. receive and use the Services;
 - 8.2.2. make use of the Services by a Replacement Supplier; and
 - 8.2.3. the Department gives the Contractor and it's Sub-Contractor a licence to use the Department's Existing IPR for the purpose of fulfilling its obligations during the Contract Period.
- 8.3. Any New IPR created under this Contract is owned by the Contractor. The Contractor gives the Department a non-exclusive, perpetual, royalty-free, irrevocable, transferable UK-wide licence to use, change and sub-license the Contractor's Existing IPR and New IPR to enable it to:
- 8.3.1. receive the Services under this Contract; and
 - 8.3.2. make use of the Services provided by a Replacement Supplier; and
 - 8.3.3. make use of the materials created under this Contract in other services related to, but not limited to, NPQs.
- 8.4. Where a Party acquires ownership of IPR incorrectly under this Contract it must do everything reasonably necessary to complete a transfer assigning them in writing to the other Party on request and at its own cost.
- 8.5. Neither Party has the right to use the other Party's IPR, including any use of the other Party's names, logos or trademarks, other than as set out in this clause 8 or as agreed in writing.
- 8.6. The Contractor shall indemnify the Department against all IPR Claims, demands, actions, costs, expenses (including legal costs and disbursements on a solicitor and client basis), losses and damages arising from or incurred by reason of any infringement or alleged infringement (including the defence of such alleged infringement) of any Intellectual Property Right.
- 8.7. The Contractor hereby waives any Moral Rights as defined at Chapter IV of the Copyright, Designs and Patents Act 1988.
- 8.8. The Contractor warrants:
- 8.8.1. that the Contractor's Intellectual Property Rights comprise its own original work including where its Intellectual Property Rights were created by or on behalf of the Contractor;
 - 8.8.2. that the Department's Intellectual Property Rights have not and will not be copied wholly or in part from any other work or material;
 - 8.8.3. that the use of or exercise by the Contractor of the Department's Intellectual Property Rights and the Background Intellectual Property will not infringe the rights of any third party;
 - 8.8.4. that the Contractor has not granted or assigned any rights of any nature in the Department's Intellectual Property Rights to any third party except to its Sub-Contractors as appropriate.
- 8.9. The Department shall reserve the right to benefit from its investment in developing the National Professional Qualifications and the Early Headship Coaching Offer for new head teachers. As detailed in this clause 8, the IPR generated within the Contract shall remain the ownership of the Contractor but be licensed to the Department to use at its own discretion.
- 8.10. The provisions of Schedule 14 of the Framework Agreement (Contractor's Digital Platform) shall apply in relation to the Intellectual Property Rights in and licensing of Software.

9. WARRANTY AND INDEMNITY

- 9.1. The Contractor warrants to the Department that the obligations of the Contractor under this Contract will be performed by appropriately qualified and trained personnel using Good Industry Practice. The Department will be relying upon the Contractor's skill, expertise and experience in the performance of the Services and also upon the accuracy of all representations or statements made and the advice given by the Contractor in connection with the performance of the Services and the accuracy of any documents conceived, originated, made or developed by the Contractor as part of this Contract. The Contractor warrants that any goods supplied by the Contractor forming a part of the Services will be of satisfactory quality and fit for their purpose and will be free from defects in design, material and workmanship.
- 9.2. Without prejudice to any other remedy, if any part of the Services is not performed in accordance with this Contract then the Department shall be entitled, where appropriate to:
- 9.2.1. require the Contractor promptly to re-perform or replace the relevant part of the Services without additional charge to the Department;
 - 9.2.2. if the Department considers it would be impracticable or inappropriate to require the Contractor to take action in accordance with clause 9.2.1, the Department may assess the cost of remedying the failure ("the assessed cost") and deduct from any sums due to the Contractor the assessed cost for the period that such failure continues;
 - 9.2.3. assess the cost of remedying the failure ("the assessed cost") and to deduct from any sums due to the Contractor the assessed cost for the period that such failure continues.
- 9.3. Neither Party limits its liability for:
- (a) death or personal injury caused by its negligence, or that of its employees, agents or Sub-Contractors (as applicable);
 - (b) fraud or fraudulent misrepresentation by it or its employees;
 - (c) breach of any obligation as to title implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; or
 - (d) any liability to the extent it cannot be limited or excluded by Law.
- 9.4. The Contractor's liability in respect of the indemnities in clause 16 (VAT, Income Tax and National Insurance contributions), clause 7.16 (Employment Indemnity), clause 8.6 (IPRs Indemnity), Schedule 13 (Staff Transfer) and the Annexes to Schedule 13 (Staff Transfer) shall be unlimited.
- 9.5. The Department's liability in respect of the indemnities in clause 7.16 (Employment Indemnity), Schedule 13 (Staff Transfer) and the Annexes to Schedule 13 (Staff Transfer) shall be unlimited.
- 9.6. Subject to clauses 9.3 and 9.4 (Unlimited Liability) and clauses 9.9 (Consequential Losses):
- (a) the Contractor's aggregate liability in respect of loss of or damage to the Department Premises or other property or assets of the Department (including technical infrastructure, assets or equipment but excluding any loss or damage to the Department's Data or any other data) that is caused by Defaults of the Contractor occurring in each and any Contract Year shall in no event exceed £10 million;
 - (b) the Contractor's aggregate liability in respect of loss of or damage to Department Data or breach of the Data Protection Legislation that is caused by Default of the Contractor occurring in each and any Contract Year shall in no event exceed £10 million;
 - (c) the Contractor's aggregate liability in respect of all Service Credits incurred shall be subject to the Service Credit Cap; and
 - (d) the Contractor's aggregate liability in respect of all other Losses incurred by the Department under or in connection with this Contract as a result of Defaults by the Contractor shall in no event exceed:
 - i) in relation to Defaults occurring in the first Contract Year, an amount equal to 150% of the Estimated Year 1 Charges or £5 million whichever is the higher;

- ii) in relation to Defaults occurring during any subsequent Contract Year, an amount equal to 150% of the Charges paid and/or due to be paid to the Contractor under this Contract in the Contract Year immediately preceding the occurrence of the Default or £5 million, whichever is the higher; and
- iii) in relation to Defaults occurring after the end of the Contract Period, an amount equal to 150% of the Charges paid and/or due to be paid to the Supplier in the 12 month period immediately prior to the last day of the Contract Period or £5 million, whichever is the higher, provided that where any Losses referred to this clause 9.6(d) have been incurred by the Department as a result of the Contractor's abandonment of this Contract or the Contractor's wilful default, wilful breach of a fundamental term of this Contract or wilful repudiatory breach of this Contract, the references in such clause to 150% shall be deemed to be references to 200% and references to £5 million shall be deemed to be references to £8 million.

9.7. Deductions from Charges shall not be taken into consideration when calculating the Contractor's liability under clause 9.6(c).

9.8. Subject to clauses 9.3 and 9.5 (Unlimited Liability) and clause 9.9 (Consequential Losses) and without prejudice to the Department's obligation to pay the Charges as and when they fall due for payment:

- (a) the Department's total aggregate liability in respect of all Losses incurred by the Contractor under or in connection with this Contract as a result of early termination of this Contract by the Department pursuant to clause 10.1 shall in no event exceed the amount set out Schedule 12 (Breakage Costs); and
- (b) the Department's aggregate liability in respect of all Losses incurred by the Contractor under or in connection with this Contract as a result of Defaults of the Department shall in no event exceed:
 - i) in relation to Defaults occurring in the first Contract Year, an amount equal to the Estimated Year 1 Charges;
 - ii) in relation to Defaults occurring during any subsequent Contract Year, an amount equal to the total Charges paid and/or due to be paid under this Contract in the Contract Year immediately preceding the occurrence of the Default; and
 - iii) in relation to Defaults occurring after the end of the Contract Period, an amount equal to the total Charges paid and/or due to be paid to the Contractor in the 12 month period immediately prior to the last day of the Contract Period.

9.9. Subject to clauses 9.3, 9.4 and 9.5 (Unlimited Liability) and clause 9.10, neither Party shall be liable to the other Party for:

- (a) any indirect, special or consequential Loss; or
- (b) any loss of profits, turnover, business opportunities or damage to goodwill (in each case whether direct or indirect).

9.10. Notwithstanding clause 9.9 but subject to clause 9.6, the Contractor acknowledges that the Department may, amongst other things, recover from the Contractor the following Losses incurred by the Department to the extent that they arise as a result of a Default by the Contractor:

- (a) any additional operational and/or administrative costs and expenses incurred by the Department, including costs relating to time spent by or on behalf of the Department in dealing with the consequences of the Default;
- (b) any wasted expenditure or charges;
- (c) the additional cost of procuring Replacement Services for the remainder of the Contract Period and/or replacement Deliverables, which shall include any incremental costs associated with such Replacement Services and/or replacement Deliverables above those which would have been payable under this Contract;
- (d) any compensation or interest paid to a third party by the Department; and

- (e) any fine or penalty incurred by the Department pursuant to Law and any costs incurred by the Department in defending any proceedings which result in such fine or penalty.
- 9.11. Each Party shall use all reasonable endeavours to mitigate any loss or damage suffered arising out of or in connection with this Contract, including any Losses for which the relevant Party is entitled to bring a claim against the other Party pursuant to the indemnities in this Contract.
- 9.12. The Department's total liability to the Contractor under this Contract shall be limited to paying the Charges in accordance with schedule 2 (Pricing) and complying with any other contract provision in the Call Off Contract that requires a payment to be made by the Department.
- 9.13. All property of the Contractor whilst on the Department's premises shall be there at the risk of the Contractor and the Department shall accept no liability for any loss or damage howsoever occurring to it.
- 9.14. Without prejudice to its liability to indemnify the Department under this Contract the Contractor shall take out and maintain in force or procure the taking out and maintenance of the Required Insurances and any other insurances as may be required by law. The Required Insurances shall be effective in each case no later than the date on which the relevant risk commences.
- 9.15. The Required Insurances referred to in clause 9.15 shall amount to:
- 9.16.1. at least five million pounds (£5 million) in respect of public liability cover in respect of each and every occurrence;
- 9.16.2. at least five million pounds (£5 million) in respect of employer's liability cover in respect of each and every occurrence; and
- 9.16.3. at least five million pounds (£5 million) in respect of professional indemnity cover in respect of each and every claim.
- 9.17. The Department may review the minimum indemnity limits specified for the Required Insurances in clause 9.16 on an annual basis. Any Change that is required to the minimum indemnity limits as a result of the Department's review shall be implemented in accordance with the Change Control Procedure.
- 9.18. The Contractor shall provide to the Department annually during the Contract Period and at other times on request evidence confirming that the Required Insurances are and remain in place.

9A FINANCIAL DISTRESS

- 9A.1 The Parties shall comply with the provisions of Schedule 4 (Financial Distress) in relation to the assessment of financial standing of the Contractor and the consequences of a change to that financial standing.
- 9A.2 In the event that a Financial Distress Event occurs the provisions of Schedule 4 (Financial Distress) shall apply.

10. TERMINATION

- 10.1. This Contract may be terminated on notice by the Department giving to the Contractor at least three months' notice in writing.
- 10.2. If the Department terminates the Contract under clause 10.1 the Department shall make no further payments to the Contractor except for a Breakage Costs Payment assessed in accordance with Schedule 12 (Breakage Costs), Services supplied by the Contractor prior to termination where the payment has yet to be made by the Department.
- 10.3. In the event of a Serious Breach of this Contract by either Party which can be remedied, the other Party may serve a notice on the Party in breach requiring the breach to be remedied within a period specified in the notice which shall be reasonable in all the circumstances. If the breach has not been remedied by the expiry of the specified period, the Party not in breach may terminate this Contract with immediate effect by notice in writing.
- 10.4. If the Department holds the view, acting reasonably, that the Contractor has committed a Serious Breach of the Contract that it would pose a risk to the health and safety of children or vulnerable

adults to permit it to continue to deliver the Services, it may require the Contractor to suspend delivery of the Services pending further investigations.

10.5. This Contract may be terminated by the Department with immediate effect by notice in writing if at any time:

- 10.5.1. the Contractor commits a Serious Breach which cannot be remedied;
- 10.5.2. in England and Wales, a petition is presented for the Contractor's bankruptcy or a criminal bankruptcy order is made against the Contractor or it makes any composition or arrangement with or for the benefit of creditors or makes any conveyance or assignment for the benefit of creditors;
- 10.5.3. in Scotland, if the Contractor becomes apparently insolvent within the meaning of Section 7 of the Bankruptcy (Scotland) act 1985;
- 10.5.4. where the Contractor is a firm or a number of persons acting together in any capacity (including as trustees), any event referred to in Sub-clauses 10.5.1 or 10.5.2 occurs in respect of any partner in the firm or any of those persons (including any trustees);
- 10.5.5. the Contractor is convicted (or being a company, any officers or representatives of the Contractor are convicted) of a criminal offence related to the business or professional conduct;
- 10.5.6. the Contractor commits (or being a company, any officers or representatives of the Contractor commit) an act of grave misconduct in the course of the business;
- 10.5.7. the Contractor fails (or being a company, any officers or representatives of the Contractor fail) to fulfil its obligations relating to the payment of Social Security contributions;
- 10.5.8. the Contractor fails (or being a company, any officers or representatives of the Contractor fail) to fulfil its obligations relating to payment of taxes;
- 10.5.9. the Contractor fails (or being a company, any officers or representatives of the Contractor fail) to disclose any serious misrepresentation in supplying information required by the Department in or pursuant to this Contract;
- 10.5.10. any of the provisions of paragraph 4 of Schedule 4 (Financial Distress) have arisen.

10.6. Nothing in this clause 10 shall affect the coming into, or continuance in force of any provision of this Contract which is expressly or by implication intended to come into force or continue in force upon termination of this Contract.

Serious Breach due to not achieving a Milestone Date in a Set Up Call Off Contract

10.7. If the Contractor has not achieved a Milestone Date as included in any Set Up Call Off Contract it has been awarded, the Contractor would have committed a Serious Breach and clauses 10.3 or 10.5.1 shall apply to this and any other Call Off Contract it has been awarded under the Framework Agreement.

- 10.7.1. For the avoidance of doubt, a failure to meet the Milestone Date associated with Milestone 2 in the Set Up Call Off Contract will be treated as a Serious Breach that is not capable of remedy.

11. STATUS OF CONTRACTOR

- 11.1. In carrying out its obligations under this Contract the Contractor agrees that it will be acting as principal and not as the Agent of the Department.
- 11.2. The Contractor shall not say or do anything that may lead any other person to believe that the Contractor is acting as the Agent of the Department.

12. CONFIDENTIALITY

- 12.1. Except to the extent set out in this clause or where disclosure is expressly permitted elsewhere in this Contract, each Party shall:

- 12.1.1. treat the other Party's Confidential Information as confidential and safeguard it accordingly; and
- 12.1.2. not disclose the other Party's Confidential Information to any other person without the owner's prior written consent.
- 12.2. Clause 12 shall not apply to the extent that:
 - 12.2.1. such disclosure is a requirement of Law placed upon the Party making the disclosure, including any requirements for disclosure under the FOIA, Code of Practice on Access to Government Information or the Environmental Information Regulations pursuant to clause 13 (Freedom of Information);
 - 12.2.2. such information was in the possession of the Party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;
 - 12.2.3. such information was obtained from a third party without obligation of confidentiality;
 - 12.2.4. such information was already in the public domain at the time of disclosure otherwise than by a breach of this Contract; or
 - 12.2.5. it is independently developed without access to the other Party's Confidential Information.
- 12.3. The Contractor may only disclose the Department's Confidential Information to the Contractor Personnel who are directly involved in the provision of the Services and who need to know the information and shall ensure that such Contractor Personnel are aware of and shall comply with these obligations as to confidentiality.
- 12.4. The Contractor shall not, and shall ensure that the Contractor Personnel do not, use any of the Department's Confidential Information received otherwise than for the purposes of this Contract.
- 12.5. The Contractor shall ensure that its employees, servants or such professional advisors or consultants are aware of the Contractor's obligations under this Contract.
- 12.6. Nothing in this Contract shall prevent the Department from disclosing the Contractor's Confidential Information:
 - 12.6.1. on a confidential basis to any Central Government Body for any proper purpose of the Department or of the relevant Central Government Body;
 - 12.6.2. to Parliament and Parliamentary Committees or if required by any Parliamentary reporting requirement;
 - 12.6.3. to the extent that the Department (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions;
 - 12.6.4. on a confidential basis to a professional adviser, consultant, Contractor, or other person engaged by any of the entities described in clause 12.6.1 (including any benchmarking organisation) for any purpose relating to or connected with this Contract;
 - 12.6.5. on a confidential basis for the purpose of the exercise of its rights under this Contract, including audit rights, step-in rights and exit management rights; or
 - 12.6.6. on a confidential basis to a proposed successor body in connection with any assignment, novation or disposal of any of its rights, obligations or liabilities under this Contract.
- 12.7. The Department shall use all reasonable endeavours to ensure that any Central Government Body, Contracting Department, employee, third party or Sub-Contractor to whom the Contractor's Confidential Information is disclosed pursuant to clause 12 is made aware of the Department's obligations of confidentiality.
- 12.8. Nothing in this clause 12 shall prevent either Party from using any techniques, ideas or know-how gained during the performance of the Contract in the course of its normal business to the extent that this use does not result in a disclosure of the other Party's Confidential Information or an infringement of Intellectual Property Rights.
- 12.9. The Parties acknowledge that, except for any information that is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Contract is not Confidential

Information. The Department shall be responsible for determining in its absolute discretion whether any of the content of the Contract is exempt from disclosure in accordance with the provisions of the FOIA.

- 12.10. Subject to clause 12.9, the Contractor hereby gives its consent for the Department to publish the Contract in its entirety, including from time to time agreed changes to the Contract, to the general public.
- 12.11. The Department may consult with the Contractor to inform its decision regarding any redactions, but the Department shall have the final decision in its absolute discretion.
- 12.12. The Contractor shall assist and cooperate with the Department to enable the Department to publish this Contract.

13. FREEDOM OF INFORMATION

- 13.1. The Contractor acknowledges that the Department is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and cooperate with the Department to enable the Department to comply with its information disclosure obligations.
 - 13.2. The Contractor shall and shall ensure that its Sub-Contractors shall:
 - 13.2.1. transfer to the Department all Requests for Information that it receives as soon as practicable and in any event within two (2) Working Days of receiving a Request for Information;
 - 13.2.2. provide the Department with a copy of all Information in its possession, or power in the form that the Department requires within five Working Days (or such other period as the Department may specify) of the Department's request; and
 - 13.2.3. provide all necessary assistance as reasonably requested by the Department to enable the Department to respond to the Request for Information within the time for compliance set out in Section 10 of the FOIA or Regulation 5 of the Environmental Information Regulations.
 - 13.3. The Department shall be responsible for determining in its absolute discretion and notwithstanding any other provision in this Contract or any other agreement whether any Information is exempt from disclosure in accordance with the provisions of the FOIA or the Environmental Information Regulations.
 - 13.4. In no event shall the Contractor respond directly to a Request for Information unless expressly authorised to do so by the Department.
 - 13.5. The Contractor acknowledges that (notwithstanding the provisions of clause 13) the Department may, acting in accordance with the Ministry of Justice's Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000 ("the Code"), be obliged under the FOIA, or the Environmental Information Regulations to disclose information concerning the Contractor or the Services:
 - 13.5.1. in certain circumstances without consulting the Contractor; or
 - 13.5.2. following consultation with the Contractor and having taken their views into account.
 - 13.6. Provided always that where clause 13.5.1 applies the Department shall, in accordance with any recommendations of the Code, take reasonable steps, where appropriate, to give the Contractor advanced notice, or failing that, to draw the disclosure to the Contractor's attention after any such disclosure.
 - 13.7. The Contractor shall ensure that all Information is retained for disclosure and shall permit the Department to inspect such records as requested from time to time.
- ### **14. AUDIT AND SERVICE CONTINUITY PLAN**
- 14.1. The Contractor shall provide access at all reasonable times to the Department's internal auditors or other duly authorised staff or Agents to inspect such documents as the Department considers necessary in connection with this Contract and where appropriate speak to the Contractors employees.

- 14.2. The Contractor shall provide the Department with its Service Continuity Plan in accordance with the provisions of Schedule 11 (Service Continuity Plan).
- 15. TRANSFER OF RESPONSIBILITY ON EXPIRY OR TERMINATION**
- 15.1. The Contractor shall, at no cost to the Department, promptly provide such assistance and comply with such timetable as the Department may reasonably require for the purpose of ensuring an orderly transfer of responsibility upon the expiry or other termination of this Contract. The Department shall be entitled to require the provision of such assistance both prior to and, for a reasonable period of time after the expiry or other termination of this Contract.
- 15.2. If to fulfil the Department's request under clause 15.1 the Contractor requires resources:
- 15.2.1. not normally accounted for in delivering the Services; or
 - 15.2.2. no accounted for in the Charges; or
 - 15.2.3. after the Expiry Date; then the Parties shall agree a variation to the Charges for direct, reasonable and verifiable costs (which in the case of the Contractor shall not exceed the time and materials of the resources required).
- 15.3. Such assistance may include (without limitation) the delivery of documents and data in the possession or control of the Contractor which relate to this Contract, including the documents and data, if any, referred to in clause 15.8.
- 15.4. The Contractor undertakes that it shall not knowingly do or omit to do anything which may adversely affect the ability of the Department to ensure an orderly transfer of responsibility.
- 15.5. The Department and the Contractor shall act on the basis that TUPE applies on expiry or termination of the Contract where the Department is proposing to re-procure services which are substantially the same as the Services.
- 15.6. Where any of the provisions in clause 7.17 apply, the Contractor will comply with the obligations set out in Schedule 13 (Staff Transfer) and:
- 15.6.1. six (6) months preceding the Expiry Date (or within 20 Working Days after the Department or the Contractor has given notice to terminate the Contract), the Contractor shall disclose to the Department and shall permit the Department to disclose to any tenderer for services which are substantially the same as the Services, the Staffing Information of the Provisional Contractor Personnel List provided that prior to so doing any such tenderer shall have executed in writing a confidentiality undertaking in favour of the Contractor;
 - 15.6.2. the Contractor keeps the Staffing Information in the Provisional Contractor Personnel List updated at monthly intervals, to the Department and to the Replacement Supplier information in respect of each employee whom the Contractor reasonably believes will be a Transferring Contractor Employee provided that prior to so doing the Replacement Supplier nominated by the Department shall have executed in writing a confidentiality undertaking in favour of the Contractor;
 - 15.6.3. the Contractor shall make reasonable endeavours to assist the Replacement Supplier to communicate with, meet and inform and consult with the employees whom the Contractor reasonably believes will be a Transferring Contractor Employee and their trade union or other employee representatives for the purposes of complying with the Transfer of Undertakings (Protection of Employment) Regulations 2006.
- 15.7. Within a period of 21 days following the expiry or termination of this Contract the Contractor shall provide to the Department or the Successor Contractor in writing the Staffing Information in relation to Transferring Contractor Employees in accordance with Schedule 13 (Staff Transfer).
- 15.8. In the event that the Department or the Successor Contractor incurs costs, liabilities or expenditure in respect of Transferring Contractor Employees which is greater than would have been the case if the Required Information supplied by the Contractor had been accurate and complete, then such (net) greater costs, liabilities or expenditure shall be deemed to be costs suffered or incurred by the Department or Successor Contractor and included within the indemnity provided by the Contractor.

- 15.9. The Department or Successor Contractor shall be entitled to recover from the Contractor in full any legal, accountancy and other costs actually and reasonably incurred by the Department or Successor Contractor in connection with the costs and liabilities indemnified by the Contractor.
- 15.10. This clause 15 shall continue in effect for six months following the expiry or termination of this Contract.

Exit Plan & Handover

- 15.11. Further to the requirements of this clause 15 and in accordance with Schedule 1 Part 1 (The Services) the Contractor shall, within six (6) months of the date of this contract prepare and submit to the Department and shall thereafter maintain, an Exit Plan.
- 15.12. The Exit Plan shall set out the Contractor's proposals for achieving an orderly transition of Services from the Contractor to the Department and/or its Replacement Supplier at the end of the Contract Period or on the earlier termination of any part of the Contract or cessation of the provision of any part of the Services by the Contractor.
- 15.13. Within thirty (30) days of the submission of the Exit Plan, both Parties will use reasonable endeavours to agree the Exit Plan. If the Parties are unable to agree the Exit Plan the dispute shall be referred to the dispute resolution procedure in clause 24.
- 15.14. The Contractor will review and (if appropriate) update the Exit Plan in the first month of each year of the Term to reflect changes to the Services. Following such update, the Contractor will submit the revised Exit Plan to the Department for review. Within 30 days following submission of the revised Exit Plan, the Parties shall use reasonable endeavours to agree the revised Exit Plan and the changes that have occurred in the Services since the Exit Plan was last agreed. If the Parties are unable to agree the revised Exit Plan within 30 days, such dispute shall be referred to the dispute resolution procedure in clause 24.
- 15.15. The Contractor shall implement its Exit Plan not less than nine (9) months prior to whichever occurs first out of the Termination Date or the Expiry Date.
- 15.16. The Contractor shall co-operate fully with the Department during any handover at the end of the Contract including allowing full access to, and providing copies of, all documents, reports, summaries and any other information necessary in order to achieve an effective transition without disruption to routine operational requirements.
- 15.17. Within ten (10) Business Days of being requested by the Department, the Contractor shall transfer to the Department, or any person designated by the Department, free of charge, all computerised filing, recording, documentation, planning and drawing held on software and utilised in the provision of the Services. The transfer shall be made in a fully indexed and catalogued disk format, to operate on a proprietary software package identical to that used by the Department.
- 15.18. The Contractor shall co-operate fully with the Department in order to enable an efficient and detailed knowledge transfer from the Contractor to the Department or any other Replacement Supplier at the end of the Contract Period or on the earlier termination of any part of the Contract or cessation of the provision of any part of the Services by the Contractor and shall provide the Department free of charge with full access to Contractor Staff, copies of all documents, reports, summaries and any other information requested by the Department. The Contractor shall comply with the Department's request for information no later than fifteen (15) Business Days from the date that that request was made.

16. TAX INDEMNITY

- 16.1. Where the Contractor is liable to be taxed in the UK in respect of consideration received under this contract, it shall at all times comply with the Income Tax (Earnings and Pensions) Act 2003 (ITEPA) and all other statutes and regulations relating to income tax in respect of that consideration. Where the Department has deemed the Contractor to be an Off-Payroll Contractor as defined by Her Majesty's Revenue and Customs (HMRC) the Department reserves the right to calculate Income Tax and pay it to HMRC. The amounts will be deducted from the Contractor's fee for the work provided.

- 16.2. Where the Contractor is liable to National Insurance contributions (NICs) in respect of consideration received under this contract, it shall at all times comply with the Social Security contributions and Benefits Act 1992 (SSCBA) and all other statutes and regulations relating to NICs in respect of that consideration. Where the Department has deemed the Contractor to be an Off-Payroll Contractor as defined by HMRC the Department reserves the right to calculate primary (employee) National Insurance contributions (NICs) and pay them to HMRC. The amounts will be deducted from the Contractor's fee for the work provided.
- 16.3. The Department may, at any time during the term of this contract, ask the Contractor to provide information which demonstrates how the Contractor complies with clauses 16.1 and 16.2 above or why those clauses do not apply to it.
- 16.4. A request under clause 16.3 above may specify the information which the Contractor must provide and the period within which that information must be provided.
- 16.5. The Department may terminate this Contract if:
- 16.5.1. in the case of a request mentioned in clause 16.3 above if the Contractor:
- (a) fails to provide information in response to the request within a reasonable time; or
 - (b) provides information which is inadequate to demonstrate either how the Contractor complies with clauses 16.1 and 16.2 above or why those clauses do not apply to it.
- 16.5.2. in the case of a request mentioned in clause 16.4 above, the Contractor fails to provide the specified information within the specified period; or
- 16.5.3. it receives information which demonstrates that, at any time when clauses 16.1 and 16.2 apply, the Contractor is not complying with those clauses.
- 16.6. The Department may supply any information which it receives under clause 16.3 to the Commissioners of HMRC for the purpose of the collection and management of revenue for which they are responsible.
- 16.7. The Contractor warrants and represents to the Department that it is an independent Contractor and, as such, bears sole responsibility for the payment of tax and National Insurance contributions which may be found due from it in relation to any payments or arrangements made under this Contract. The Contractor shall promptly and regularly pay all National Insurance contributions due from it as a self-employed person and shall account to the HMRC for all taxes due from it in respect of the payments made to it under this Contract.
- 16.8. If, notwithstanding clause 16.7 the HMRC and/or any other appropriate agency consider that the Contractor is an employee of the Department for the purposes of tax and/or National Insurance contributions; then the Department shall be entitled to terminate this Contract immediately and deduct from the payments payable to the Contractor under the terms of this Contract, such sums as the HMRC and/or other agencies require in respect of income tax and employee national insurance contributions. The deduction of such tax and National Insurance contributions will not affect the status of the Contractor as self-employed for all other purposes.
- 16.9. Without prejudice to the provisions of clause 16.8 above, the Contractor shall indemnify the Department against any liability, assessment or claim made by the HMRC or any other relevant Department arising out of the performance by the Parties of their obligations under this Contract (other than in respect of employer's secondary National Insurance contributions) and any costs, expenses, penalty fine or interest incurred or payable by the Department in connection with any such assessment or claim.
- 16.10. The Contractor authorises the Department to provide the HMRC and all other departments or agencies of the Government with any information which they may request as to fees and/or expenses paid or due to be paid under this Contract whether or not the Department is obliged as a matter of law to comply with such request.
- 16.11. The Contractor shall register for value added tax if and when required by law and shall promptly notify the Department for Work and Pensions of its liability for Class 2 and, where appropriate, Class 4 National Insurance contributions.

17. DATA PROTECTION

- 17.1. The Parties acknowledge that for the purposes of the Data Protection Legislation, the Department is the Controller and the Contractor is the Processor. The only processing that the Contractor is authorised to do is listed in Schedule 6 (Processing, Personal Data and Data Subjects).
- 17.2. The Contractor shall notify the Department immediately if it considers that any of the Department's instructions infringe the Data Protection Legislation.
- 17.3. The Contractor shall provide all reasonable assistance to the Department in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Department, include:
 - 17.3.1. a systematic description of the envisaged processing operations and the purpose of the processing;
 - 17.3.2. an assessment of the necessity and proportionality of the processing operations in relation to the Services;
 - 17.3.3. an assessment of the risks to the rights and freedoms of Data Subjects; and
 - 17.3.4. the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
- 17.4. The Contractor shall, in relation to any Personal Data processed in connection with its obligations under this Contract:
 - 17.4.1. process that Personal Data only in accordance with Schedule 6, unless the Contractor is required to do otherwise by Law. If it is so required, the Contractor shall promptly notify the Department before processing the Personal Data unless prohibited by Law;
 - 17.4.2. ensure that it has in place Protective Measures, which have been reviewed and approved by the Department as appropriate to protect against a Data Loss Event having taken account of the:
 - (a) nature of the data to be protected;
 - (b) harm that might result from a Data Loss Event;
 - (c) state of technological development; and
 - (d) cost of implementing any measures.
 - 17.4.3. ensure that:
 - 17.4.3.1. the Contractor Personnel do not process Personal Data except in accordance with this Contract (and in particular Schedule 6);
 - 17.4.3.2. it takes all reasonable steps to ensure the reliability and integrity of any Contractor Personnel who have access to the Personal Data and ensure that they:
 - (a) are aware of and comply with the Contractor's duties under this clause;
 - (b) are subject to appropriate confidentiality undertakings with the Contractor or any Sub-processor;
 - (c) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Department or as otherwise permitted by this Contract; and
 - (d) have undergone adequate training in the use, care, protection, and handling of Personal Data.
 - 17.4.4. not transfer Personal Data outside of the EU unless the prior written consent of the Department has been obtained and the following conditions are fulfilled:

- (a) the Department or the Contractor has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Department;
 - (b) the Data Subject has enforceable rights and effective legal remedies;
 - (c) the Contractor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Department in meeting its obligations); and
 - (d) the Contractor complies with any reasonable instructions notified to it in advance by the Department with respect to the processing of the Personal Data.
- 17.4.5. at the written direction of the Department, delete or return Personal Data (and any copies of it) to the Department on termination of the Contract unless the Contractor is required by Law to retain the Personal Data.
- 17.4.6. ensure it notifies, and seeks the permission of, any Party whose Personal Data is being processed that the Department may share their data with other Government Departments and other organisations for the purposes set out in Schedule 6.
- 17.5. Subject to clause 17.6, the Contractor shall notify the Department immediately if it:
 - 17.5.1. receives a Data Subject Access Request (or purported Data Subject Access Request);
 - 17.5.2. receives a request to rectify, block or erase any Personal Data;
 - 17.5.3. receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - 17.5.4. receives any communication from the Information Commissioner or any other regulatory Department in connection with Personal Data processed under this Contract;
 - 17.5.5. receives a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
 - 17.5.6. becomes aware of a Data Loss Event.
- 17.6. The Contractor's obligation to notify under clause 17.5 shall include the provision of further information to the Department in phases, as details become available.
- 17.7. Taking into account the nature of the processing, the Contractor shall provide the Department with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under clause 1.5 (and insofar as possible within the timescales reasonably required by the Department) including by promptly providing:
 - 17.7.1. the Department with full details and copies of the complaint, communication or request;
 - 17.7.2. such assistance as is reasonably requested by the Department to enable the Department to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
 - 17.7.3. the Department, at its request, with any Personal Data it holds in relation to a Data Subject;
 - 17.7.4. assistance as requested by the Department following any Data Loss Event;
 - 17.7.5. assistance as requested by the Department with respect to any request from the Information Commissioner's Office, or any consultation by the Department with the Information Commissioner's Office.
- 17.8. The Contractor shall maintain complete and accurate records and information to demonstrate its compliance with this clause. This requirement does not apply where the Contractor employs fewer than 250 staff, unless:
 - 17.8.1. the Department determines that the processing is not occasional;

- 17.8.2. the Department determines the processing includes special categories of data as referred to in Article 9 (1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; and
- 17.8.3. the Department determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 17.9. The Contractor shall allow for audits of its Data Processing activity by the Department or the Department's designated auditor.
- 17.10. The Contractor shall designate a data protection officer if required by the Data Protection Legislation.
- 17.11. Before allowing any sub-processor to process any Personal Data related to this Contract, the Contractor must:
 - 17.11.1. notify the Department in writing of the intended sub-processor and processing;
 - 17.11.2. obtain the written consent of the Department;
 - 17.11.3. provide the Department with such information regarding the sub-processor as the Department may reasonably require.
- 17.12. The Contractor shall remain fully liable for all acts or omissions of any sub-processor.
- 17.13. The Contractor shall indemnify the Department against any liability, assessment or claim made by the Information Commissioner's Office or any other relevant Department or Agency arising out of the performance by the Parties of their obligations under this Contract and any costs, expenses, penalty fine or interest incurred or payable by the Department in connection with any such assessment or claim.
- 17.14. The Contractor may, at any time on not less than 30 Working Days' notice, revise this clause by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Contract).
- 17.15. The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Department may on not less than thirty (30) Working Days' notice to the Contractor amend this Contract to ensure that it complies with any guidance issued by the Information Commissioner's Office.

18. AMENDMENT AND VARIATION

- 18.1. No amendment or Variation to this Contract shall be effective unless it is in writing and signed by or on behalf of each of the Parties hereto. The Contractor shall comply with any formal procedures for amending or varying contracts which the Department may have in place from time to time.
- 18.2. In considering any amendment or Variation to this Contract, the Parties shall use the Change Control Procedure as set out in Schedule 5 (Change Control Procedure).

19. ASSIGNMENT AND SUB-CONTRACTING

- 19.1. The benefit and burden of this Contract may not be assigned or Sub-Contracted in whole or in part by the Contractor without the prior written consent of the Department save as expressly set out in clause 19.2. Such consent may be given subject to any conditions which the Department considers necessary. The Department may withdraw its consent to any Sub-Contractor where it no longer has reasonable grounds to approve of the Sub-Contractor or the Sub-Contracting arrangement and where these grounds have been presented in writing to the Contractor.
- 19.2. The Contractor may enter into Sub-Contracts for the delivery of general services that indirectly enable the Contractor to perform the Services without the requirement to seek the Department's prior consent as set out in clause 19.1.
- 19.3. Where the Department has consented to the appointment of a Sub-Contractor, pursuant to clause 19.1, the Contractor shall, as soon as reasonably practicable following a request from the Department provide to the Department a copy of the Sub-Contract entered into between the Contractor and the Sub-Contractor which should pass down to the Sub-Contractor in terms which

are the same or substantially similar to the provisions in this Contract as is relevant for the delivery of the Services under the Sub-Contract.

- 19.4. Where the Department has consented to an assignment pursuant to clause 19.1 the Contractor shall evidence the assignment in writing to the Department and provide a copy of the assignment document on request.
- 19.5. The Contractor shall not terminate or materially amend the terms of any Sub-Contract whose value exceeds £10,000 (ten thousand pounds) without obtaining the Department's prior written consent.
- 19.6. The Department may require the Contractor to terminate a Sub-Contract if the acts or omissions of the Sub-Contractor have given rise to the Department's rights of termination pursuant to clause 10 unless the Sub-Contractor can remedy the breach to the Department's satisfaction with 21 days of receipt by the Contractor of written notice from the Department requiring the Sub-Contract to be terminated.
- 19.7. The Contractor shall remain responsible for all acts and omissions of its Sub-Contractors as if they were its own.
- 19.8. The Department accepts no liability to the Contractor in relation to a decision by the Department to consent to the appointment of a Sub-Contractor by the Department or to an assignment and the Contractor shall hold the Department harmless in relation to any such decisions.
- 19.9. If the Department believes there are:

- 19.9.1. Grounds for excluding a supplier from being a Sub-Contractor pursuant to the minimum requirements set out in the table below: or

Table 1: Minimum Requirements	
Commercial organisations, Charities, HEIs and consultants	Schools
• Parts 1 & 2 of the Standard Selection Questionnaire. • No unmanageable conflicts of interest or reputational risk to the Department or the NPQ and Early Headship Coaching Offer, NPQ for Early Years Leadership & NPQ for Leading Literacy. • No unresolved performance issues, as identified by the Quality Assurance Function.	• Must be graded Good or Outstanding for overall effectiveness by Ofsted. • No unmanageable conflicts of interest or reputational risk to the Department or the NPQ and Early Headship Coaching Offer, NPQ for Early Years Leadership & NPQ for Leading Literacy. • No unresolved performance issues, as identified by the Quality Assurance Function and/or by the Department.

- 19.9.2. Compulsory grounds for excluding a Sub-Contractor pursuant to Regulation 57 of the Regulations; or
- 19.9.3. Non-compulsory grounds for excluding a Sub-Contractor pursuant to Regulation 57 of the Regulations.
- 19.10. The Department may require the Contractor to replace or not appoint the Sub-Contractor and the Contractor shall comply with such a requirement.
- 19.11. The Department reserves the right to undertake due diligence in relation to any Sub-Contractor in accordance with clause 19.9.

20. THE CONTRACT (RIGHTS OF THIRD PARTIES) ACT 1999

- 20.1. This Contract shall not create any rights, under the Contracts (Rights of Third Parties) Act 1999 or otherwise, that shall be enforceable by anyone other than the Department and/or the Contractor.

21. WAIVER

- 21.1. No delay by or omission by either Party in exercising any right, power, privilege, or remedy under this Contract shall operate to impair such right, power, privilege or remedy or be construed as a waiver thereof. Any single or partial exercise of any such right, power, privilege or remedy shall not

preclude any other or further exercise thereof or the exercise of any other right, power, privilege, or remedy.

22. FORCE MAJEURE

- 22.1. If either Party is prevented or delayed in the performance of any of its obligations under the Contract by Force Majeure, that Party shall immediately serve notice in writing on the other Party specifying the nature and extent of the circumstances giving rise to Force Majeure, and shall subject to service of such notice and to clause 22.3 have no liability in respect of the performance of such of its obligations as are prevented by the Force Majeure events during the continuation of such events, and for such time after they cease as is necessary for that Party, using all reasonable endeavours, to recommence its affected operations in order for it to perform its obligations.
- 22.2. If either Party is prevented from performance of its obligations for a continuous period in excess of three (3) months, the other Party may terminate the Contract forthwith on service of written notice upon the Party so prevented, in which case neither Party shall have any liability to the other except that rights and liabilities which accrued prior to such termination shall continue to subsist.
- 22.3. The Party claiming to be prevented or delayed in the performance of any of its obligations under the Contract by reason of Force Majeure shall use reasonable endeavours to end Force Majeure or to find solutions by which the Contract may be performed despite the Force Majeure.

23. NOTICES

- 23.1. Any notice, demand or communication in connection with the Contract shall be in writing and may be delivered by hand, pre-paid first class post or (where being sent to an address in a different country to where posted) airmail, or e-mail, addressed to the recipient at its registered office or its address (or such other address, or e-mail address as may be notified in writing from time to time).
- 23.2. The notice, demand or communication shall be deemed to have been duly served:
 - 23.2.1. if delivered by hand, when left at the proper address for service;
 - 23.2.2. if given or made by prepaid first-class post 48 hours after being posted or in the case of airmail 14 days after being posted;
 - 23.2.3. if made by e-mail, at the time of transmission, dispatched as a pdf attachment to an e-mail to the correct e-mail address without any error message or, in the case of transmission by e-mail where the time of transmission is not between 9.00 am and 5.00 pm, service shall be deemed to occur at 9.00 am on the next following Working Day (such times being local time at the address of the recipient).

24. DISPUTE RESOLUTION

- 24.1. The Parties shall use all reasonable endeavours to negotiate in good faith and settle amicably any dispute that arises during the continuance of this Contract. This shall include escalating the dispute to a more senior level within both the Department and the Contractor with a view to reaching a settlement.
- 24.2. Any dispute not capable of resolution by the Parties in accordance with the terms of clause 24 shall be settled as far as possible by mediation in accordance with the Centre for Dispute Resolution (CEDR) Model Mediation Procedure.
- 24.3. No Party may commence any court proceedings/arbitration in relation to any dispute arising out of this Contract until they have attempted to settle it by mediation, but any such mediation may be terminated by either Party at any time of such Party wishing to commence court proceedings/arbitration.

25. DISCRIMINATION

- 25.1. The Contractor shall not unlawfully discriminate within the meaning and scope of any law, enactment, order, or regulation relating to discrimination (whether in race, gender, religion, disability, sexual orientation or otherwise) in employment.

- 25.2. The Contractor shall take all reasonable steps to secure the observance of clause 25.1 by all servants, employees or Agents of the Contractor and all Contractors and Sub-Contractors employed in the execution of the Contract.

26. LAW AND JURISDICTION

- 26.1. This Contract shall be governed by and interpreted in accordance with English Law and the Parties submit to the jurisdiction of the English courts.

27. CONTINUOUS IMPROVEMENT

- 27.1. The Contractor shall adopt a policy of continuous improvement in relation to the Services pursuant to which it will regularly review with the Department, the Services and the manner in which it is providing the Services, with a view to reducing the Department's costs, and/or improving the quality and efficiency of the Services. The Contractor and the Department will provide to each other any information, which may be relevant to assisting the objectives of continuous improvement and in particular reducing costs.
- 27.2. Without limiting clause 27.4, upon a request from the Department, the Contractor shall produce a plan for improving the provision of Services and/or reducing the Charges produced by the Contractor pursuant to this clause, and reducing the Charges (without adversely affecting the performance of the Contract) during that year of the Contract (an "Continuous Improvement Plan") for the approval of the Department. The Continuous Improvement Plan shall include, as a minimum, proposals in respect of the following:
- 27.2.1. identifying the emergence of new and evolving technologies, which could improve the Services;
 - 27.2.2. identifying changes in behaviour by the Department that could/would result in a cost saving and a reduction in the Charges;
 - 27.2.3. identifying and implementing efficiencies in the Contractor's internal processes and administration that may lead to cost savings and reductions in the Charges;
 - 27.2.4. identifying and implementing efficiencies in the way the Department interacts with the Contractor that may lead to cost savings and reductions in the Charges;
 - 27.2.5. identifying and implementing efficiencies in the Contractor's supply chain that may lead to cost savings and reductions in the Charges;
 - 27.2.6. baselining the quality of the Contractor's Services and its cost structure and demonstrating the efficacy of its Continuous Improvement Plan on each element during the Contract Period; and
 - 27.2.7. measuring and reducing the sustainability impacts of the Contractor's operations and supply-chains pertaining to the Services and identifying opportunities to assist the Department in meeting its sustainability objectives.
- 27.3. Where requested, a Continuous Improvement Plan shall be submitted by the Contractor to the Department for approval within ninety (90) Working Days of the Effective Date.
- 27.4. The Department shall notify the Contractor of its approval or rejection of the proposed Continuous Improvement Plan or any updates to it within twenty (20) Working Days of receipt. Within ten (10) Working Days of receipt of the Department's notice of rejection and of the deficiencies of the proposed Improvement Plan, the Contractor shall submit to the Department a revised Continuous Improvement Plan reflecting the changes required. Once approved by the Department.
- 27.5. Once any Improvement Plan has been approved by the Department, it shall be agreed as a Contract Change Notice in accordance with Schedule 5 (Contract Change Procedure) and:
- 27.5.1. the Contractor shall use all reasonable endeavours to provide the Services in accordance with the Continuous Improvement Plan; and
 - 27.5.2. the Parties agree to meet as soon as reasonably possible following the start of each quarter (or as otherwise agreed between the Department and the Contractor) to review progress against the Continuous Improvement Plan.

- 27.6. Should the Contractor's costs in providing the Services to the Department be reduced as a result of any changes implemented as a result of a Continuous Improvement plan, all of the cost savings shall be passed on to the Department by way of a reduction in the Charges for the Services agreed in accordance with Schedule 5 (Contract Change Procedure).

28. PAYMENTS AND INVOICING

- 28.1. Except where otherwise expressly stated in the Contract the only payments to be paid by the Department for the performance by the Contractor of its obligations under the Contract shall be the Charges which shall be inclusive of all costs and expenses incurred by the Contractor in the performance of its obligations.
- 28.2. In consideration for the provision of the Services the Department shall pay the Charges in accordance with the Schedule 2 subject to the receipt of correct invoices pursuant to clause 28.9 being issued by the Contractor.
- 28.3. The Contractor shall submit the first invoice by 25 March 2024 and subsequent invoices shall be submitted by the 25th of the month following the month in respect to which the invoice relates.
- 28.4. The Department shall accept and process for payment an electronic invoice submitted for payment by the Contractor where the invoice is undisputed and where it complies with the standard on electronic invoicing. For the purposes of this paragraph, an electronic invoice complies with the standard on electronic invoicing where it complies with the European standard and any of the syntaxes published in Commission Implementing Decision (EU) 2017/1870.
- 28.5. Except where otherwise expressly stated in Schedule 2 the Contractor shall not be entitled to increase the Charges or any rates identified in Schedule 2 throughout the Contract Period.
- 28.6. The Charges are exclusive of Value Added Tax ("VAT") and all other taxes, duties and levies, but shall be inclusive of all charges, costs and expenses of whatever nature the Contractor incurs in providing the Services, and performing all other obligations of the Contractor, under the Contract (unless expressly stated otherwise in the Contract). The Contractor should notify the Department of any direct VAT charges for the delivery of the Contract. The Contractor shall identify VAT and other applicable taxes, duties and levies separately on invoices, including identifying the elements of the Charges that are subject to VAT at the standard rate or at any other rates and that are zero rated or exempt from VAT.
- 28.7. Payment of the Charges by the Department shall be without prejudice to any rights the Department may have by reason of any Services, or any part thereof, failing to comply with any provision of the Contract and any breach by the Contractor of the Contract shall not be deemed to be accepted or waived by the Department by reason of such payment.
- 28.8. NOT USED.
- 28.9. Invoices shall be submitted electronically by email to accountspayable.OCR@education.gov.uk by the relevant date as specified in clause 28.3. To request a statement, please email accountspayable.BC@education.gov.uk.
- 28.10. There is no postal address. Paper invoices or supporting documents will not be accepted. All supporting documents must be sent digitally along with the invoice to accountspayable.OCR@education.gov.uk.
- 28.11. An invoice is a Correctly Submitted Invoice if it is legible and includes:
- 28.11.1. the date of the invoice;
 - 28.11.2. Contractor's full name and address;
 - 28.11.3. Contract reference number;
 - 28.11.4. Purchase Order number
 - 28.11.5. the charging period;
 - 28.11.6. a detailed breakdown of the appropriate Charges including deliverables, milestones achieved (if applicable) and the information set out in paragraph 12.8 of Part 1 of Schedule 2;

- 28.11.7. days and times worked (if applicable);
- 28.11.8. Service Credits (if applicable); and
- 28.11.9. VAT if applicable.
- 28.12. The Department shall not pay an invoice which is not a Correctly Submitted Invoice.
- 28.13. The Department intends to pay Correctly Submitted Invoice within five (5) days of receipt. Correctly Submitted Invoices not paid within 30 days are subject to interest at the rate of 2% above the base rate from time to time of Barclays Bank. This clause 28.13 is a substantial remedy for late payment of any sum payable under the Contract in accordance with section 8(2) Late Payment of Commercial Debts (Interest) Act 1998.
- 28.14. The Department shall not be responsible for any delay in payment caused by receipt of invoices which are not a Correctly Submitted Invoice and shall, within ten (10) Business Days of receipt, return to the Contractor for correction invoices that are not Correctly Submitted Invoices together with an explanation of the need for correction.
- 28.15. At the end of the Contract Period the Contractor shall promptly draw-up a final invoice which shall cover all Services provided up to the end of the Contract Period which have not already been invoiced to the Department. The final invoice shall be submitted not later than 30 days after the end of the Contract Period.
- 28.16. The Department shall not be obliged to pay the final invoice until the Contractor has carried out all of the Services.
- 28.17. The Contractor shall ensure that a term is included in all Sub-Contracts which requires payment to be made of all sums due to Sub-Contractors within 30 days from the receipt of a valid invoice.
- 28.18. If the Department disputes any amount specified in a Correctly Submitted Invoice it shall pay such amount of the invoice as is not in dispute and within ten (10) Business Days notify the Contractor of the reasons for disputing the invoice. The Department may withhold the disputed amount pending resolution of the dispute.
- 28.19. The Parties shall use all reasonable endeavours to resolve any dispute over invoices within ten (10) Business Days of the dispute being raised, after which period either Party may refer the matter for resolution in accordance with clause 24.

29. SOCIAL VALUE

- 29.1. The Contractor shall deliver Social Value during the Call Off term against the following policy objectives:
 - (a) Model Award Criteria 3.1 – Create a diverse supply chain to deliver the contract including schools, SMEs, and VCSEs; and
 - (b) Model Award Criteria 3.4 – Demonstrate collaboration throughout the supply chain, and a fair and responsible approach to working with supply chain partners in delivery of the contract; and
 - (c) Model Award Criteria 8.1 – Demonstrate collaboration with users and schools in the co-design and delivery of the contract to support strong integrated communities.
- 29.2. As part of this obligation, the Contractor shall develop, implement and an maintain a Social Value Plan that sets out, but is not limited to;
 - 29.2.1. a timed project plan detailing the intended Social Value proposals that meet with the requirements of delivering the Social Value commitments in the Contractors tender and the delivery of the policy objectives at paragraph 29.1;
 - 29.2.2. monitoring and reporting arrangements; and
 - 29.2.3. records and details of activities undertaken in respect of social value and any information to allow for the reporting of the Contractor's performance against the social value related KPIs.

Submitting and updating the Social Value Plan

- 29.3 The Contractor shall deliver to the Department, within three (3) Months of the Contract Date, its Social Value Plan which meets with the requirements set out in clause 29.2.
- 29.4 The Department shall notify the Contractor of its approval or rejection of the proposed Social Value Plan (or any updates to it) within twenty (20) Working Days of receipt.
- 29.5 Within ten (10) Working Days of receipt of the Department’s notice of rejection and of the deficiencies of the proposed Social Value Plan, the Contractor shall submit to the Department a revised Social Value Plan reflecting the changes required.
- 29.6 Following the approval of the submission of the first Social Value Plan (in accordance with paragraph 29.3 of this schedule) the Contractor shall regularly review, maintain and provide the Department with an updated version of the Social Value Plan on at least a quarterly basis thereafter.
- 29.7 The Contractor shall ensure that the information that it provides to the Department within the Social Value Plan is sufficient for the Department to be able to measure the Contractor’s performance against the social value KPIs.
- 29.8 In the event the Contractor is delivering more than one Call Off Contract concurrently, the Department may require the Contractor to consolidate its Social Value Proposals into one Social Value Plan and the Department reserves the right to review the consolidated plan and measure the combined performance against the social value KPIs set out in the Framework Agreement.

AS WITNESS the hands of the Parties:

Authorised to sign for and on behalf of Church of England

Signature:
Name in CAPITALS:
Position in Organisation:
Address in full:

Date: Feb 16, 2024
.....

Authorised to sign for and on behalf of the Secretary of State for Education

Signature:
Name in CAPITALS:
Position in Organisation:
Address in full:

Date: Feb 16, 2024
.....

SCHEDULE 1: PART 1 – THE SERVICES

SECTION 1: NPQ BACKGROUND

This Call Off Contract relates to the agreed Delivery activity for the 2024 cohort of the National Professional Qualification for SENCO as a further competition via the National Professional Qualifications Framework 2022.

1. Context

- 1.1 Teachers, leaders and great leadership are the foundation of the education system. At the heart of great teaching and great leadership is a shared, evidence-informed understanding of what works.
- 1.2 The Department is transforming the training and support available for teachers and leaders at all stages of their career, including current and aspiring leaders of Early Years provision. This will help ensure that every child in every nursery, classroom and school gets a world-class start in life. By increasing and improving the development opportunities and career pathways available, these reforms also aim to make teaching a more attractive long-term career.
- 1.3 The 2019 [Teacher Recruitment and Retention Strategy](#) set out a range of commitments intended to ensure that teaching remains an attractive, sustainable and rewarding career path.
- 1.4 Building on this, the Department's priority is to help all teachers and leaders continuously develop their knowledge and skills throughout their careers.
- 1.5 The National Professional Qualifications (NPQs) provide training and support for teachers and school leaders at all levels, from those who want to develop expertise in high-quality teaching practice. The NPQ frameworks continue the robust method of design and development, building on the evidence base and expert guidance already established in the ECF and the ITT Core Content Framework. They complete the golden thread, running from initial teacher training through to school leadership, rooting teacher and school leader development in the best available evidence and collective wisdom of the profession.
- 1.6 Three specialist NPQs in Leading Teaching, Leading Behaviour and Culture, and Leading Teacher Development have been developed, and the Department also reviewed the full current suite of Leadership NPQs to ensure that they cover the specific knowledge and skills that school leaders need for the future. These reformed NPQs were made available to the sector from Autumn 2021.
- 1.7 To ensure NPQs continue to offer the best possible support and training to teachers and leaders wanting to expand their knowledge and skills, and as part of the government's plans to boost education recovery, the Department have added two further NPQs to the suite: a specialist NPQ for Leading Literacy, and a leadership NPQ for Early Years Leadership.
- 1.8 The package of reforms will create a shared understanding of high-quality training and development, based on a consistent, evidence-informed understanding of what works. This understanding will start with Early Years provision and will be consistent throughout different phases of the school system. The NPQ training and development programmes are underpinned by carefully aligned frameworks, some of which build on one another as a teacher or leader progresses their career and which are delivered by experts in the education system.

2. The Suite of NPQs

- 2.1 NPQs are a voluntary suite of qualifications, already widely recognised by the sector and regarded as a set of prestigious professional qualifications. They have to date been designed to support the professional development of teachers and leaders in schools, including the addition of the NPQ for Leading Literacy and the Department has now expanded the NPQ offer to include leaders in the Early Years sector.
- 2.2 The reformed suite of NPQs comprises of the following qualifications:

Table 1: Reformed suite of NPQs		
	Qualification	Target audience
Specialist NPQs	NPQ for Leading Teaching (NPQLT)	For Participants who have, or are aspiring to have, responsibilities for leading teaching in a subject, year group, key stage or phase.
	NPQ for Leading Behaviour and Culture (NPQLBC)	For Participants who have, or are aspiring to have, responsibilities for leading behaviour and/or supporting pupil wellbeing in their school.

	NPQ for Leading Teacher Development (NPQLTD)	For Participants who have, or are aspiring to have, responsibilities for leading the development of other teachers in their school. They may have responsibilities for the development of all teachers across a school or specifically trainees or teachers who are early in their career.
	NPQ for Leading Literacy (NPQLL)	For Participants who have, or are aspiring to have, responsibilities for leading Literacy across a school, year group, key stage, or phase.
Leadership NPQs	NPQ for Senior Leadership (NPQSL)	For Participants who are, or are aspiring to be, a senior leader with cross school responsibilities.
	NPQ for Headship (NPQH)	For Participants who are, or are aspiring to be, a head teacher or head of school with responsibility for leading a school.
	NPQ for Executive Leadership (NPQEL)	For Participants who are, or are aspiring to be, an executive head teacher or have a school trust Chief Executive Officer (CEO) role with responsibility for leading several schools.
	NPQ for Early Years Leadership (NPQEYL)	For Participants qualified to at least Level 3 with a full and relevant qualification* who are, or aspiring to be, managers of Private, Voluntary and Independent nurseries, headteachers of school-based or maintained nurseries, or childminders with leadership responsibilities.

* Full and relevant qualifications' are defined as qualifications that demonstrate depth and level of learning appropriate to specified outcomes of full Early Years, childcare or playwork qualifications. The qualification should have valid, reliable assessment and awarding procedures and must include an element of assessed performance evidence.

3. NPQ Content Frameworks

- 3.1 The Department has developed and published an NPQ Content Framework for each qualification, specifying the mandated requirements as to what the curricula of the NPQ training should cover whilst ensuring fidelity to the NPQ Content Framework. The NPQ Content Frameworks can be found here: <https://www.gov.uk/government/publications/national-professional-qualificationsframeworks-from-september-2021>
- 3.2 The NPQ Content Frameworks are relevant to teachers and leaders in both primary and secondary phases. The NPQ Content Framework for Early Years Leadership is relevant to leaders in both Private, Voluntary and Independent (PVI) nurseries and school-based nurseries, as well as childminders with leadership responsibilities.
- 3.3 The Content Frameworks have also been designed to ensure they support all pupils to succeed in both mainstream and specialist settings. This includes those pupils identified within the four areas of need set out in the Special Educational Needs and Disability (SEND) code of practice¹, and children in need of help and protection as identified in the Children in Need Review².
- 3.4 The curriculum content developed by Providers must cover all the knowledge and skills included in the NPQ Content Framework. Providers must ensure fidelity to the Content Frameworks within their course material by including, and expanding on, all 'Learn that' and 'Learn how to' statements, drawing on, and making reference to, the evidence base cited in the Frameworks. However, the actual structure and how the content will be delivered, is for the Provider to design and determine.
- 3.5 For NPQSL, NPQH and NPQEL, while it is still expected that all statements in the NPQ Content Frameworks will be covered, the experience of the Participants may lead Providers to particularly focus on the 'learn how to' columns when covering the first four sections (school/trust culture, teaching, curriculum and assessment, and behaviour).
- 3.6 For the NPQEYL, while it is still expected that all statements in the Content Framework will be covered, the experience of Early Years leaders may lead Providers to particularly focus on the 'learn how to' column when covering the 'child development, curriculum and assessment' section.
- 3.7 The assessment process for NPQs has been designed to minimise the workload burden on Participants while still providing an opportunity for them to apply their knowledge. To pass the courses, Participants will need to engage with at least 90% of the course (exact requirements to be determined by the Provider) and pass one Summative Assessment.
- 3.8 In addition to the reformed suite of NPQs, the Department has introduced the Early Headship Coaching Offer for New Head Teachers an £800 per eligible head teacher top-up payment in respect of the NPQH for providers to design and deliver an Early Headship Coaching Offer for

- New Head Teachers who have taken the NPQH or will be taking the NPQH in their first five years in role. This is a targeted package of support tailored to the needs of Participants new to the role of headship when they are at their least experienced and most at risk of leaving the profession.
- 3.9 The aim of the Early Headship Coaching Offer for New Head Teachers is to provide structured, unassessed face-to-face support based on the best available evidence about what makes an effective head teacher. This may include, but is not limited to, group coaching and expert led one-to-one conversations. Challenges new head teachers face are varied; evidence shows that support is more effective when tailored to the needs and context of the head teacher.
- 3.10 Providers appointed to this Framework Agreement are required to design the Early Headship Coaching Offer for New Head Teachers and set a clear, coherent mechanism to ensure that it is available both to those who have completed or started the NPQH prior to taking up their first head teacher role, and those who are in their first five years of headship.
- 4. Teaching Schools Hubs**
- 4.1 The Department's 2019 Teacher Recruitment and Retention Strategy committed to improving support for all teachers, ensuring that they receive high quality training and development at every stage of their career – from Initial Teacher Training through to school leadership. At the heart of this new system are Teaching School Hubs (TSHs). TSHs have a dedicated focus on teacher training and development, recognising the development of teacher expertise as the most important form of school improvement.
- 4.2 TSHs currently play a significant role in NPQ delivery. The delivery model outlined at section 6A paragraph 2.1, provides further detail of how TSHs form part of the Lead Provider's supply chain.
- 4.3 In addition to NPQ delivery, TSHs also deliver school-based ITT, and quality assure statutory induction through an appropriate body role. Their clearly defined role in teacher development makes it easier for schools, teachers and leaders to identify what opportunities and support are available to them. Some TSHs also deliver other high-quality evidence based CPD that focusses on developing quality teaching across the country.
- 5. NOT USED**
- 6. Delivery Framework Lots**
- 6.1 Under the NPQ Delivery Framework the Services will comprise 3 Lots (the "Lots"):

Table 2: Delivery Framework Lots

Lot 2 reformed suite of all NPQs	to design and/or deliver the reformed NPQs as launched in 2021 and 2022, from October 2023.
Lot 3 NPQ for Early Years Leadership and NPQ for Leading Literacy	to design and deliver the new additional NPQs introduced in October 2022, from October 2023.
Lot 4 Future Services	to design and deliver new and additional Services to strengthen leadership across the sector, improve capacity and support teacher development objectives.

- 7. Delivery Model Overview**
- Lots 2 – 3**
- 7.1 Providers will be responsible for designing and delivering the required Services for the Lots they are awarded.
- 7.2 Providers can build capacity in either the design and/or delivery aspect of the NPQs through appointing specialist partner organisations (Delivery Partners) to design and deliver the curriculum content and deliver the Assessment Function. The NPQ Assessment Function relates to the marking of Summative Assessment and completion of feedback and moderation as outlined in section 6C paragraphs 3.14 to 3.36 of the Service Requirements below.
- 7.3 Providers can deliver the range of Services in partnership with Delivery Partners. It is envisaged that these Delivery Partners may include TSHs, Multi-Academy Trusts ("MATs"), other high performing schools, school networks and high-quality education services providers.
- 7.4 The Department envisages that Delivery Partners will:
- 7.4.1 partner with the Lead Provider, ensuring the design and delivery of qualifications and programmes is high quality and consistent;
 - 7.4.2 contribute towards the recruitment of Participants;
 - 7.4.3 work flexibly with the Lead Provider, leading or contributing expertise to the design of content and delivery, enabling best practice on the ground and local contexts to be considered;

- 7.4.4 deliver qualifications and training;
- 7.4.5 collaborate with other Delivery Partners to ensure coherency of the training offer;
- 7.4.6 undertake regular reviews of their delivery in line with the quality assurance strategy and contractual obligation of the Lead Provider;
- 7.4.7 supply timely data and Management Information to the Lead Provider;
- 7.4.8 ensure Participants understand and complete NPQ assessment requirements);
- 7.4.9 ensure that, where they are delivering the Assessment Function (Lots 2 and 3), the Delivery Partner will instigate processes and measures to ensure there is a separation of duties between the delivery of the Assessment Function and the delivery of content to ensure there is no risk of actual or perceived conflict of interest in the operation of these two roles.
- 7.5 Delivery Partners must have the specific expertise to enable them to support the Lead Provider in:
 - 7.5.1 designing the curriculum content and/or;
 - 7.5.2 deliver high quality training to Participants and/or;
 - 7.5.3 administering assessment.
- 7.6 Delivery Partners must meet the minimum selection criteria set out in Table 3 in section 6A of the Service Requirements outlined below.
- 7.7 The Department recognises that Providers may need time to build their capacity and develop their Delivery Partner network over the term of the Framework Agreement. Therefore, the Department has designed the Framework to allow increased flexibility for the Provider to adjust the composition of their supply chains for each Call Off Contract.
- 7.8 Providers will ensure that Delivery Partners are sufficiently trained to deliver the designed content and will ensure they are engaged in the curriculum design process.
- 7.9 NPQ Delivery Partners will:
 - 7.9.1 ensure Participants understand and complete NPQ assessment requirements.
 - 7.9.2 ensure that, where they are delivering the Assessment Function (Lots 2 and 3), the Delivery Partner will instigate processes and measures to ensure there is a separation of duties between the delivery of the Assessment Function and the delivery of content to ensure there is no risk of actual or perceived conflict of interest in the operation of these two roles.
 - 7.9.3 The NPQ Assessment Function relates to the marking of Summative Assessment and completion of feedback and moderation as outlined in section 6C paragraphs 3.14 to 3.36 of the Service Requirements below.
 - 7.9.4 Providers will have the flexibility to create partnerships that allow Delivery Partners to specialise and deliver one or more of the NPQs. Providers must ensure that only Delivery Partners who deliver the NPQH deliver the Early Headship Coaching Offer for New Head Teachers. This may include but is not limited to coaching, one-to-one expert led support and peer network support.
 - 7.9.5 Providers will have the flexibility to extend the NPQH programme for up to six months (24 months in total) for Participants taking the NPQH in their first five years of headship. This will help incorporate the Early Headship Coaching Offer for New Head Teachers and alleviate any workload pressures that Participants new to the role of headship may encounter.

8. Call Off Arrangements

- 8.1 The Framework Agreement allows for flexibility to issue Call Off Contracts for each academic year, either by direct award or Further Competition, which will be determined by policy priorities, demand, funding and other factors that are deemed appropriate. The Department also reserves the right to award a Call Off Contract that covers multiple Cohorts / academic years and / or multiple Services. Schedule 4 of the Framework Agreement sets out the Call Off procedures.
- 8.2 For NPQs, the Department anticipates awarding Call Off Contracts on an annual basis which cover the October and February Cohorts. The Department reserves the right to award Call Off contracts across multiple cohorts as set out in 8.1 above.
- 8.3 The number and type of Call Off Orders placed by the Department will depend on the outcome of future Spending Reviews and the Tendered Framework Prices of Providers.
- 8.4 NOT USED

9. School Call Offs

- 9.1 The Framework Agreement will be accessible to Participants from schools who do not meet the Scholarship Funding criteria outlined in Table 19 in section 6C of the Service Requirements. Schools who do not meet the Scholarship Funding criteria will be able to award Call Off Orders to Providers in accordance with Schedule 4 of the Framework Agreement. This is to allow Participants who are not eligible for funding from the Department to undertake an NPQ with a Provider on the Framework.
- 9.2 Clause 3.2 of the Framework Agreement sets out specific conditions in respect of Call Off Orders made by Schools.
- 10. Programme Design and Set Up**
- 10.1 As part of any Set Up Call Off Contract, Providers shall commence the design of all NPQ training content, Formative and Summative Assessment and delivery of the NPQ in a timely manner. Providers will be required to submit specified content for review in line with the requirements detailed in sections 6C of the Service Requirements.
- 10.2 The Provider will work flexibly with Delivery Partners throughout the design of the NPQs building on the success of the reformed suite of NPQs and will provide opportunities for peer-to-peer engagement to support programme development.
- 11. Quality Assurance**
- 11.1 To provide a Quality Assurance (QA) Function, the Department is working with Ofsted to put in place an inspection framework for the reformed NPQ programmes from Academic Year 2021/22. Ofsted's role will be to inspect Lead Providers' delivery of training against the consistent quality criteria set out within the inspection framework, published in 2022.
- 11.2 Ofsted will inspect the Lead Providers. To inform their assessment of the Lead Providers, Ofsted will visit a sample of Delivery Partners and will engage others involved in receiving and delivering their programmes including Participants and Mentors. Delivery Partners, including Schools, will not be judged individually as part of these inspections nor directly named in reports. Ofsted will begin inspection of Providers from Academic Year 2022/23, assessing the performance of Services delivered under the Call Off Contracts, and its quality assessments will support and inform contract management of the Providers. Where organisations have delivered the reformed NPQs under previous contracts other than Call Off Contracts under this Framework Agreement, and have received Ofsted inspection related to that delivery, Ofsted may take that information into account in assessing the frequency and level of inspection that will apply to that Provider from 2022/23.
- 11.3 Further details of inspection and the QA Function are outlined in section 6A paragraph 11 of the Service Requirements. Providers should be aware that the Department reserves the right to amend this section to reflect the specific requirements of the inspection framework, once published.
- 11.4 The Department and/or an External Body appointed by the Department, will require reassurance of the quality of Providers' materials developed during the Set Up Call Off, further details are set out in section 6C of the Service Requirements.

SECTION 3: SUMMARY SERVICE REQUIREMENTS

- 1. Overview**
- 1.1 Providers are required to design and/or deliver the six reformed NPQs launched in 2021, from October 2023.
- 2. Summary Service Requirements**
- 2.1 Providers will deliver the Service Requirements under Call Off Contracts in accordance with the requirements set out in this Specification and any specific additional requirements set out in the individual Call Off Orders.
- 2.2 Under Lot 2 delivery, Providers will be required to offer all six reformed NPQs, in doing so they are expected to provide the full range of Services applicable to Lot 2 detailed in this Specification. These Services include but are not limited to the requirements for the Provider to:
- Delivery Call Off (for all Lead Providers awarded a Delivery Call Off)
- i. deliver induction and training to Participants;
 - ii. manage relationships with Schools and Early Years Providers;
 - iii. deliver the NPQ Assessment Function, providing feedback and outcomes;
 - iv. comply and collaborate with the QA Function and respond to feedback, as part of continuous improvement;

- v. collaborate with the Independent Evaluation function;
- vi. develop additional assessment materials (case study and mark scheme, 1 per cohort, per NPQ level) required to deliver Lot 2 Call Off Services; where the pool of NPQ Summative Assessment materials (via the Set Up Contract) has been fully utilised;
- vii. manage its Delivery Partners, reporting on performance and providing Management Information in accordance with Part 3 and Schedule 2 of each Call Off Contract to the Department - including details of any appeals and complaints received (and the resulting outcome);
- viii. check and confirm eligibility for Department funding;
- ix. notify the Department of any withdrawals, deferrals and deferral restarts;
- x. undertake ongoing maintenance and integration of a User Digital Platform (if required) with the Department's Teacher CPD Service, including licencing fees; and
- xi. meet the Key Performance Indicators (KPI) targets set by the Department.

SECTION 4: NOT USED

SECTION 5: LOT 4 FUTURE SERVICES – FUTURE AND ADDITIONAL NPQS FOR THE REFORMED SUITE: SUMMARY SERVICE REQUIREMENTS

1. Overview

- 1.1 Providers are required to design and deliver Future Services including, but not limited to new and additional NPQ(s) to strengthen leadership across the education sector and to support Department policy objectives. The Department will notify Providers of Future Services to be developed as part of the Call Off invitation process. Providers awarded a Lot 4 Call Off, will be awarded a Set Up Contract and an annual Delivery Call Off Contract.

2. Summary Service Requirements

- 2.1 Providers will deliver the Service Requirements under Call Off Contracts in accordance with the requirements set out in this Specification and any specific additional requirements set out in the individual Call Off Orders.
- 2.2 Providers are required to design and deliver Future Services, in doing so they will be expected to provide the full range of Services applicable to Lot 4 as detailed in this Specification. The Services may include but are not limited to the requirements for the Provider to develop and deliver similar Set Up Call Off and Delivery Call Off requirements for Lots 2 and 3.
- 2.3 NOT USED.
- 2.4 The Department reserves the right to introduce additional funding to facilitate the delivery and/or uptake of Future Services including new and additional NPQs alongside current programmes, in support of policy objectives. This could include increasing the capacity of the supply chain and/or targeted measures to encourage engagement with NPQ qualifications.

SECTION 6A: THE SERVICE REQUIREMENTS

1. Delivery Service Requirements

- 1.1 The Provider shall:
 - 1.1.1 deliver NPQs and will be accountable for the implementation of their Delivery Plan;
 - 1.1.2 ensure that their Delivery Partners, are fully inducted and suitably skilled to deliver the training;
 - 1.1.3 actively manage their Delivery Partners, ensuring Delivery Plans are followed;
 - 1.1.4 lead communications across Delivery Partners and other stakeholders, ensuring key updates are cascaded and that best practice and lessons learned are collectively considered;
 - 1.1.5 comply with the Quality Assurance requirements in Schedule 8 of the Call Off Contract and collaborate and cooperate with the QA Function and establish and maintain a robust quality assurance process including of the work and Services provided by their Delivery Partners;
 - 1.1.6 manage and pay their Delivery Partners in line with terms of engagement, which shall be available to the Department on request;
 - 1.1.7 design and lead centralised administrative functions across delivery networks including but not limited to, storing, and collecting Participant Data and the Management Information specified in section 6A paragraph 15 of the Service Requirements, withdrawals and

deferrals management, disseminating communications and delivering the appeals and complaints process;

1.1.8 provide reports and Management Information in accordance with Part 2 of Schedule 2 to the Department and to the QA Function at agreed times;

1.1.9 lead and facilitate continuous improvement in accordance with clause 3 of each Call Off Contract to the NPQ curriculum, responding to programme evaluations and feedback from Delivery Partners, the Department and the QA Function.

2. Commissioning of Delivery Partners

2.1 The Department recognises that the Provider might need to build their capacity and partnerships over the term of the Framework Agreement. Therefore, the Department has designed the Framework to allow increased flexibility for the Provider to adjust the composition of their supply chains. It is anticipated that the Providers will deliver their NPQ Programmes in partnership with Delivery Partners. These may include other high-quality organisations including but not limited to the national network of Teaching School Hubs ("TSH"), Multi-Academy Trusts ("MATs"), other high performing schools, school networks and high-quality education service providers. It is high quality education training Providers, including TSH, that will play a key role in the delivery of the NPQ.

2.2 Lead Providers are expected to identify and work with a range of Delivery Partners to deliver the entire suite of NPQs. While it is recommended in most cases that Delivery Partners will form partnerships with one Lead Provider, it is recognised that circumstances may warrant the need to work with more than one Lead Provider. In the event a Delivery Partner works with more than one Provider, each of the Providers engaging the same Delivery Partner is responsible for managing any emerging conflicts of interest.

3. Where the Provider intends to use any Delivery Partner, they are required to identify, onboard, train and manage Delivery Partners for each Call Off Contract to establish a supply chain capable of delivering the Service Requirements stated in each Call Off Order. The Provider is required to document this process.

4. For each Call Off Contract the Provider shall develop a Service Proposal confirming the delivery model and supply chain for each individual cohort. This Service Proposal will be evaluated against the Call Off criteria detailed in Schedule 4 of the Framework Agreement to determine whether a Call Off Contract, or Call Off Order, will be entered into with the Provider.

5. As part of the Quotation Procedure, the Provider will submit a Delivery Plan confirming their supply chain and setting out what role Delivery Partners will play. This should also include what responsibilities they will hold, expected volumes of delivery and the rationale explaining they have been chosen. This will also include a detailed explanation of how the Provider will mobilise and oversee activities undertaken by Delivery Partners.

2.6 The Provider shall ensure Delivery Partners complete a declaration provided by the Department, to provide assurance around their capacity and capability and confirmation that they have not breached any of the exclusion grounds set out in Regulation 57 of the PCRs³.

2.7 As part of each Service Proposal, the Provider shall ensure that they have considered, and where required mitigated, any potential conflicts of interest, commercial sensitivities and/or data protection risks when recruiting Delivery Partners. The Provider shall keep records of compliance and make them available to the Department and/or the QA Function on request.

2.8 The Provider in conjunction with the Delivery Partner shall manage and address any emerging conflicts of interests in circumstances where a Delivery Partner works with more than one Provider. The Provider, in conjunction with the Delivery Partner is responsible for identifying and managing any such instances within their supply chain and shall implement a proportionate policy or code of conduct, as required. The Provider shall notify the Department in its Service Proposal and subsequently where conflicts of interest are identified and shall keep records of compliance to be made available to the Department on request.

2.9 The Provider is responsible for all legal and audit obligations of their supply chain, including adhering to government and Department policies regarding SMEs, supply chain prompt payment, compliance and managing conflicts of interest.

2.10 The Provider will hold their Delivery Partners to account for fulfilment of this contract. The Provider shall develop and implement a strategy and policy for how they will robustly manage Delivery Partners. This strategy and policy shall include the following:

2.10.1 The role and scope of Delivery Partners and the arrangements to be put in place between the parties, including the performance management of the Delivery Partner;

- 2.10.2 clear criteria that will be used to select Delivery Partners which must meet the Department's minimum criteria set out below in Table 3 below;
- 2.10.3 how the Provider will onboard and train Delivery Partners to the required standard when appointed;
- 2.10.4 how the Provider will manage Delivery Partners effectively to ensure high quality delivery including quality assurance processes, audit and governance arrangements, and remediation and contingency plans in the event of poor performance or failure;
- 2.10.5 how Delivery Partners will execute communications and marketing on the Provider's behalf in line with Government policy and the signed off Communications and Marketing Plan;
- 2.10.6 how the Provider will use Delivery Partners' branding and vice versa when carrying out communications and marketing (where appropriate).

Table 3: Minimum selection criteria for different types of Delivery Partner

Commercial organisations, charities, HEIs and consultants	Schools
Potential Delivery Partners must: - I.meet with the same assessment criteria as the Provider was subject to in respect of Parts 1 and 2 of the Selection Questionnaire; - II.have no unmanageable conflicts of interest or reputational risk to the Department or NPQ programmes; - III.have no unresolved performance issues on any contract they have with the Department or identified by the QA Function.	Potential Delivery Partners must: - I.be graded Good or Outstanding for overall effectiveness by Ofsted⁴; - II.have no unmanageable conflicts of interest or reputational risk to the NPQ or the Department; - III.have no unresolved performance issues, as identified by the Department or QA Function.

- 2.11 The Department (or its representative) reserves the right to undertake due diligence on Delivery Partners to ensure they have been appointed in accordance with the requirements set out in this Specification and clause 7 and clause 19 of each Call Off Contract.
- 2.12 The Provider shall ensure that the terms of agreement between it and their Delivery Partners include clauses (including payment clauses) that align to those of the Framework Agreement.
- 2.13 The Department expects Lead Providers to establish Delivery Partners initially whilst they complete their bid. Delivery Partners will then be confirmed to The Department at the Call Off stage.

3. Provider's Delivery Plan

- 3.1 For each Lot and each Call Off [except the Set Up Call Off], the Provider shall develop a Delivery Plan. The Provider shall submit their Delivery Plan with each Quotation it submits to the Department.
- 3.2 The Delivery Plan shall set out in detail how the Provider proposes to deliver the Service Requirements stated in each Call Off Order for the particular Lot.
- 3.3 If a Provider wishes to recruit a new Delivery Partner once the Delivery Plan has been agreed this will need to be notified to the Department.
- 3.4 The Delivery Plan shall contain and comply with the requirements set out in Table 4 below:

Table 4: Delivery Plan Requirements

1)	A Delivery Plan which is a timetable with specific activities and measurable and specific key milestones and how they will be achieved;
2)	A Call Off specific recruitment strategy including: • demand generation and management; • a Communications and Marketing Plan (that meets the requirements set out in section 6A paragraph 7 of the Service Requirements); • information on schools and Local Authorities it intends to target and recruit; • induction arrangements and how they will be managed during each Call Off Order.
3)	The proposed Delivery Partner network for each Call Off Order setting out: • who the Delivery Partners are; • what role Delivery Partners will carry out; • why and how the Delivery Partners have been chosen and their onboarding arrangements; • a declaration that Delivery Partners meet with the criteria set out in section 6A paragraph 6 of the Service Requirements and if a Delivery Partner is delivering 10% or more of the Call Off Order value that a Financial Viability Risk Assessment Tool (FVRAT) has been submitted for them;

- how performance of Delivery Partners will be monitored and managed.
- 4) Details of how the Assessment Function will be delivered:
- which organisations within or beyond their supply chain will be delivering the Assessment Function and their respective roles, including whether they will also be delivering NPQs;
 - how impartiality will be maintained;
 - the approach to reasonable adjustments;
 - how contingency plans will be developed in the event that a third-party Delivery Partner performing the Assessment Function withdraws or is unable to meet delivery expectations.
- 5) Programme design and delivery – priorities, key risks and a mitigation plan, a design implementation plan and strategy.
- 6) Quality Management – details of the proposed quality management and assurance arrangements which ensure that the Service Requirements and KPIs will be achieved.

4. Minimum Quality Requirements

4.1 The Provider shall implement a quality management system to ensure compliance with the requirements set out in this Specification and that the Services are delivered to a high standard. This quality management system shall be immediately submitted, and accessible, to the Department and its QA Function upon request.

4.2 The Provider complies with the Quality Assurance requirements set out in Schedule 8 of the Call Off Contract and work with the QA Function who will monitor the Provider's performance and regularly conduct reviews of Providers to ensure that they are meeting the requirements stated in this Specification.

5. Complaints

5.1 The Provider shall:

- 5.1.1 operate fair, accessible and timely procedures for handling complaints received;
- 5.1.2 comply with the requirements relating to complaints set out in paragraph 6 of Schedule 8 of the NPQ Call Off Contract (Document 7b);
- 5.1.3 submit details on all complaints it receives (including the outcome) as part of the Management Information report as detailed in paragraph 6.4 below;
- 5.1.4 co-operate with the Department and the QA Function to reach an early resolution of any complaint as required by the Department and/or the QA Function in the event of an appeal against the outcome of a complaint against the Provider;
- 5.1.5 operate reliable and transparent procedures for preventing, investigating and mitigating the impact of malpractice or maladministration. This must include reporting of any investigations into, and confirmed instances of, malpractice or maladministration to the Department and its QA Function as soon as practicable and in any event no later than 24 hours after the time the Provider is made aware of such instances.

6. Performance Management

6.1 The Provider's performance will be managed as set out in Part 2 of Schedule 2 of each Call Off Contract.

6.2 The Provider shall immediately notify the Department when there is a risk that they will fail to achieve any of the Service Requirements, performance requirements or KPI targets stated in Part 2 of Schedule 2 of each Call Off Contract.

6.3 The Provider shall attend a monthly management meeting with the Department and contribute to an annual review in accordance with Part 2 of Schedule 2 of each Call Off Contract.

6.4 The Provider shall provide monthly Management Information reports which will be discussed during management meetings and the annual review in accordance with Part 2 of Schedule 2 of each Call Off Contract.

6.5 The Provider will also be subject to performance and evaluation criteria that will be developed by the QA Function which, on behalf of the Department, will hold the Provider to account through mechanisms such as monitoring data and conducting inspections and visits to both Providers and the Delivery Partners as well as schools and interviewing and surveying Participants (if required).

7. Communications and Marketing

7.1 As part of the Government's commitment to efficiency controls, bidders should be aware that there are restrictions on what funding can be used for in relation to all paid-for communications and marketing activities. The controls apply to most communications activity including printing and publications, events, PR and digital communications activity. Exemptions may be granted for essential activities where cost effectiveness can be evidenced and where other no cost or low cost options have been exhausted. Exemptions for expenditure can be approved by the Department

(through the Director of Communications) where it can be demonstrated that proposed communications related activity is related to the promotion of continuing professional development (CPD) training events, that the activity is judged to be critical to delivery of the project, and that it meets agreed national priorities for the government. We do not envisage that this project will fall outside of these exemptions, but if requested these would need clearances from the Cabinet Office and No 10 in line with the Government's Marketing and Advertising Efficiency Controls in addition to the Department approvals. Proposals that fall into this category will need to provide further information which might result in a delay in clearing funding. Activity in scope of the Department approval, and potential further clearances, includes:

- 7.1.1 advertising including TV; radio; digital advertising; outdoor; print; advertorials; recruitment; costs of media; fees and commission for media buying; media planning; creative development and production;
- 7.1.2 marketing activities including: design and branding; direct and relationship marketing; customer relationship management programmes; telemarketing; campaign help lines; partnership marketing; sponsorship marketing; field or experiential marketing; merchandising; advertiser funded programming; audio visual activity; storage and distribution of marketing materials;
- 7.1.3 consultation activities including associated publicity, events, resources and materials, research, analysis and evaluation;
- 7.1.4 communication strategy, planning, concept and proposition testing and development;
- 7.1.5 market research that informs marketing and advertising activity and evaluation of marketing and advertising activity;
- 7.1.6 printing and publications;
- 7.1.7 events, conferences and exhibitions, including stakeholder, public and internal communication events, but excluding training events;
- 7.1.8 Public Relations (PR) activity;
- 7.1.9 digital activity including website and application development; search engine marketing, including pay per click; digital display advertising; content partnerships; email marketing; mobile and SMS marketing; interactive online content.
- 7.2 Communications and marketing costs will not be paid separately, and all communications and marketing spend, and activity is subject to the Department's approval.
Associated costs to communications and marketing, such as staffing costs, fall into programme costs and are therefore outside the scope of communications approvals.
- 7.3 The Provider shall utilise communications and marketing activity to raise awareness of, and increase demand for, the professional development of all Participants based on the NPQ Content Framework as well as to increase opportunities to achieve targets for generating demand and registrations. This should be done through engaging school leaders and Participants and providing a platform to facilitate registrations. The Provider must be flexible and proactive in adapting their delivery to align with wider Department communications and marketing activity and guidance. This will be in line with any changing landscapes to the NPQs, the Department and government priorities. The Provider must ensure marketing messaging is aligned with guidance given by the Department.
- 7.4 The Provider shall, on request, develop a targeted Communications and Marketing Plan for each Call Off, evidencing alignment with the requirement set out in the communications and marketing section of the Service Specification, which will require sign off by the Department. The Department may request adaptations in reaction to changing landscapes should they occur. The Communications and Marketing Plan must, as a minimum, include:
 - 7.4.1 a list of all proposed activities, inclusive of events (virtual or physical) and marketing activities;
 - 7.4.2 a clear outline of the cost (if applicable) associated to each proposed marketing activity (agreement with the Department will be required prior to commencement of any marketing activity);
 - 7.4.3 a clear timeline of when each activity will be conducted and if applicable, any milestones the activity aligns to i.e. teacher resignation dates.
- 7.5 The Provider shall adhere to government guidelines when designing marketing materials. Guidelines will be provided by the Department upon award of contract and will be updated regularly where needed.

- 7.6 The Provider must send marketing and communications materials using language not previously signed off to the Department at least five working days ahead of planned publication, for the Department to review. The Department will provide comments and/or clearance within three working days. In the event the Department requires the Provider to make changes, these must be carried out with the marketing materials resubmitted to the Department for clearance before publication.
- 7.7 Any media plans and materials (i.e. press releases, media interviews or media statements) will need specific prior approval from the Department press office. Providers shall submit any such materials/plans to the Department at least 48 hours in advance of their intended use (not including weekends or bank holidays) and shall not publish such content unless and until the necessary approval has been provided by the Department. The Provider shall take on board all required amendments from the Department press office.
- 7.8 The Provider shall design and host a Landing Page compliant with digital standards specified in paragraph 19 and Schedule 14 of the Framework Agreement, that provides Schools and Participants with thorough information on NPQs a clear step guide on how to register an interest and sign up. This will include programme content and performance metrics. The Provider shall provide a platform that facilitates the expression of interests and registrations process of schools and Participants. The Provider is required to submit the proposed page to the Department for sign off five working days ahead of publishing to ensure consistent language is being used.
- 7.9 The Provider must ensure Management Information relating to the communications and marketing service is captured and reports are made available to the Department at agreed times.
- 7.10 When requested by the Department, the Provider will provide further analysis and evaluation of its communication and marketing activities, including insights on which channels are the most effective to raise awareness and increase registrations for NPQs.
- 7.11 The Provider's analysis shall also include intel on schools' and teachers' perceptions and behaviours towards NPQs (via quantitative and qualitative data). The Provider shall put forward ideas and recommendations to the Department on at least a quarterly basis on how best to positively influence the sector.
- 7.12 To maximise on raising awareness of the NPQ, the Department will carry out its own Department-led communications and marketing activities. The Department will do this by utilising its own network of stakeholders, commissioning all no-cost communications and marketing activities available to its disposal and (at its own discretion and subject to approvals) this may include "paid" campaigns, including, but not limited to, Google AdWord and social media campaigns. The Provider shall not seek to place any reliance on such Department led awareness raising activity within their Tender submission.
- 8. Digital Delivery**
- 8.1 The Department has developed, will host and manage a Central Digital Platform (*the Teacher CPD Service*) to:
- 8.1.1 Host advice and guidance and send relevant communications about NPQ programmes on offer to Participants on the NPQ Registration service.
- 8.1.2 Enable Participants to register for their chosen NPQ programme using the NPQ Registration service.
- 8.1.3 Collect and supply providers with key data (such as Teacher Reference Number (TRN) and employing school URN) about the Participants who will be accessing the NPQs. Eligibility for any Department scholarship funding (if available) will be determined using the service.
- 8.1.4 Capture declarations of activity recorded against Participant and Milestone Payments and drive funding processes using data gathered both within the Department's platform and supplied by the Provider.
- 8.2 The Department will provide the Provider with timely access to the Participant Data gathered through the NPQ Registration Service in order to set up user accounts to feed into the application process on the Providers platform. Participant Data, such as Teacher Reference Number and name will be validated by the Department before being shared with the Provider along with their NPQ course selection and email address. Providers should ensure that NPQ applicants have registered on the Department's service before carrying out their own application processes and suitability checks.
- 8.3 The Provider shall develop, host and manage a digital platform with the capability of:

- 8.3.1 Integrating the data collected by the NPQ registration service into their digital platform securely and by means of an Application Programming Interface (API) to initiate further application / suitability assessments and onboarding, and prevent duplication of data entry across the Department and provider systems by applicants;
- 8.3.2 Hosting online course content for their NPQ programmes;
- 8.3.3 Managing Participant Data to record progress throughout the learning journey and enable the export of data to the Department's Central Digital Platform through an API.
- 8.4 The Provider will have access to the Department's Teacher CPD Service Digital Platform to receive key data about Participants. The Provider will need to submit acceptances/rejections for all Participants via an API, as well as notifying the Department of the progress of Participants in the form of events declarations via the API. A full list of the data on Participants that are undertaking the programmes that the Provider must exchange with the Department, and the origins of this data, are outlined in Part 2 of Schedule 2.
Provider's User Digital Platform
- 8.5 The Department will require the Provider to develop, host and maintain or procure a User Digital Platform that would replicate the functionality described in paragraphs 8.1 to 8.4 above.
- 8.6 The Provider will develop a platform for a Learner Management System (LMS) with the capability of hosting learner training content.
- 8.7 LMS will have the capability of capturing Participant Data and progress throughout the learning journey. This data capture should represent evidence against contract deliverables, that will need to be available for the Department's contract and audit teams to review if necessary. Providers should be able to make declarations of activity against contract Milestones for each Participant via an API integration with the Department's service, in line with the teaching and progress data gathered. The data capture should be real-time and enable the export of data through modern RESTful APIs as outlined in the Technology Code of Practice: [The Technology Code of Practice - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/the-technology-code-of-practice)
- 8.8 The Provider will follow government design principles to ensure that the digital experience delivers to the highest quality as per [Service Standard - Service Manual - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/service-standard-service-manual).
Integration with the Departments Digital Service - creating an accessible, joined up service
- 8.9 The Provider must work with the Department to test the integration of their elements in the end-to-end journey with users, including any points at which the Department's and the Provider's Digital Platform integrate, such as but not limited to the registration of Participants for NPQ programmes and Participant starting/retention/completion points.
- 8.10 Testing must be carried out with representative users of the service including those who are low on the digital inclusion scale and have impairments. Insight from the Provider user testing, as well as feedback from users of the live service, must be shared with Department and used to develop, resolve issues and continually improve the Services.
- 8.11 Where the Provider is hosting digital elements of the training or application process, the Provider will also be required to audit their compliance with WCAG 2.1 level AA accessibility requirements and identify opportunities to improve accessibility as part of testing, feedback, and continuous improvement.
- 8.12 Where the Provider is hosting digital elements of the training, the Provider must publish an accessibility statement that explains how accessible the digital offering is and alternative ways users can access content that is not accessible to them. The Provider's Digital Platform shall comply with the requirements set out in Schedule 14 of the Framework Agreement.
Platform requirements and future proofing
- 8.13 Suitable assurance certification needs to be provided in the form of ISO27001 or equivalent. As a minimum the Provider shall provide evidence that it holds and thereafter maintains Cyber Essentials certification.
- 8.14 The Provider must ensure that all digital elements delivered as part of their Service and any Ordered Services, including by any Delivery Partners:
 - 8.14.1 undergo and pass [a penetration test](#) before the launch date and periodically thereafter for the lifetime of the platform.
 - 8.14.2 have operational security processes in place.
 - 8.14.3 have a documented process for managing source code.
 - 8.14.4 have a documented agile process for continually changing, upgrading, testing or and deploying new versions of the software.

- 8.14.5 provide evidence that these activities have been conducted, highlighting the risks found and mitigations applied.
- 8.15 Perform assurance processes iteratively and continuously throughout both the “implementation” and “live” periods of the platform’s lifecycle. Assurance is conducted throughout the delivery phase.
- 8.16 The Provider must provide assurance that required changes to the Digital Platform can be requested, prioritised and started within two weeks of being requested. The Digital Service Standard encourages an Agile style of delivery where demos (rather than slide decks) of working software and prototypes are given frequently. This is a key part of our governance process and substantially reduces the burden of more formal engagements.
- Digital Delivery Standards
- 8.17 The Department follows [government design principles](#) to ensure that we develop and deliver digital experiences to the highest quality. The Provider shall meet these standards for digital elements they are hosting themselves, in accordance with Schedule 14 of the Framework Agreement.
- 8.18 The Provider must share their work with Department early and often to ensure these expectations are being met and to gain guidance where needed: <https://www.gov.uk/guidance/government-design-principles#do-less>.
- 8.19 The Provider must ensure the elements they are responsible for delivering are presented to users in a way that creates a joined up experience with the Department’s Central Digital Platform, i.e. dual branding, consistent language.
- Attending training and accessing support communities
- 8.20 It must be clear how Participants will book / accept invites to training sessions as part of their training, including receiving details about the event and reminders. Where the Provider provides access to support communities and networks for Participants, they must be monitored and managed by the Provider.
- 8.21 Where the process to book, deliver training and engage with a support community is digital, the service must be accessible, resilient and responsive across devices and operating systems that users use. As a minimum the Provider must test their digital service works in [browsers specified in the GOV.UK Service Manual](#).
- Branding considerations and consistent language
- 8.22 Working closely with the Department the Provider is required to ensure branding and language are used consistently throughout the full service, i.e. on communications, making it clear to users who they are communicating with and keeping them orientated within the journey, regardless of the channel being used.
- 8.23 Where the Provider is required to provide content for display on the Department’s Central Digital Platform, the content must comply with the Department’s specification on format (HTML), structure, browser and device compatibility and meet the relevant [WCAG 2.1 level AA](#) accessibility standards.
- 8.24 Where attachments, downloadable PDFs or print-friendly versions are provided by the Provider then in addition to the HTML content, the Provider shall ensure they are accessible by having a logical structure based on tags and headings, meaningful document properties, readable body text, good colour contrast and text alternatives for images. More information on [accessible PDFs](#) is available on GOV.UK and at [Microsoft](#).
- Communications and notifications
- 8.25 Elements of the Service managed by the Provider outside the Department’s notifications to users must be triggered at the right place in the journey to satisfy the needs of end users, for example, where an application triggers notifications from the Provider to the Participant or for Event Reminders for training sessions.
- Usage data and analytics
- 8.26 The Provider is required to provide the Department with data on Participant progress through the Service. Examples of this will include, but not exclusive to, metrics on:
- 8.26.1 Participants that have been accepted and rejected onto an NPQ course;
- 8.26.2 Declarations of sufficient evidence to claim start, retention and completion payments in line with key Milestones outlined in the contracts;
- 8.26.3 Declarations on deferrals, withdrawals etc.
- 8.27 Some of this data will require integration into the Provider backend platform as well as their frontend.

- 8.28 Acceptable formats and fine-grained requirements for this data will be agreed after the award to the Framework.
- 8.29 The Provider is responsible for informing the participating users that tracking data will be collected to facilitate analysis of the service and the provider.
- User feedback and analysis
- 8.30 The Provider shall provide opportunities for users to give feedback on their Service via digital and other channels i.e. via service support, complaints processes, phone, feedback forms.
- 8.31 The Provider shall detail their process for reviewing user feedback, ensuring issues are communicated to the Department as appropriate and resolved in a timely manner. The Provider shall set out their approach to achieve continuous service improvement in consultation with the Department.
- 9. Accessibility Requirements**
- 9.1 In accordance with paragraph 3.1.1 of Schedule 14 of the Framework Agreement, the Provider's Digital Platform must be compliant to a minimum of [WCAG 2.1 level AA](#) as part of meeting government accessibility requirements when designing and developing the digital offerings and related programme materials. [Understanding how to apply WCAG 2.1 standards](#) is explained in more detail on GOV.UK. The Provider shall audit their compliance with accessibility requirements and identify opportunities to improve accessibility as part of testing, feedback, and continuous improvement. The compliance audit undertaken by the Provider shall be shared with the Department.
- 9.2 The Provider must publish an accessibility statement that explains how accessible the digital offering is and alternative ways users can access content that is not accessible to them. Accessibility statements should be reviewed and updated regularly. [Further information on accessibility statements](#) is outlined on GOV.UK.
- 9.3 The Digital Platform must be accessible on a mobile and able to be navigated using a keyboard. By default, content should be created in HTML in order to make it easier for users to stay oriented within the digital offering as well as making it easier to maintain, view on mobile devices and be accessible by screen readers.
- 9.4 Where Attachments are used, downloadable PDFs or print friendly versions must be provided in addition to the HTML content, they must be accessible by having a logical structure based on tags and headings, meaningful document properties, readable body text, good colour contrast and text alternatives for images. More information on [accessible PDFs](#) is available on GOV.UK and at [Microsoft](#).
- 9.5 Where plugins are used, they shall support the use of subtitles and audio descriptions, including media players and embedded videos.
- 10. GDPR Compliance**
- 10.1 Personal data held by the Provider or their Delivery Partners, must comply with GDPR requirements set out in clause 17 and Schedule 6 of each Call Off Contract. The provider must ensure the obligations of data protection legislation; the General Data Protection Regulation and the Data Protection Act 2018 are adhered to at all times.
- 10.2 Where Personal Data is held by the Provider, it must comply with GDPR requirements, notifying users of what data is being held, who has access to it and how to change permissions on its use. Further details regarding GDPR can be found in the Framework Agreement and Call Off Contract.
- 11. Governance**
- 11.1 In accordance with clause 3.3 of each Call Off Contract, the Provider shall implement and maintain effective and quality management arrangements throughout the Contract Period. The Provider's management arrangements shall include (without limitation) arrangements to ensure that:
- 11.1.1 the Service Requirements are delivered in accordance with this Contract;
- 11.1.2 the needs of Participants are fulfilled;
- 11.1.3 all the Service Requirements are delivered as agreed in Set Up Implementation Plan and Delivery Plans throughout the Contract Period and to a high quality;
- 11.1.4 effective quality assurance and improvement processes are in place.
- 11.2 The Provider shall ensure that they are flexible and responsive to suggestions and requests put forward by the Department when delivering the Services.
- 11.3 The Provider shall develop and implement a Continuous Improvement Plan to review programme effectiveness. The Continuous Improvement Plan shall be provided to the Department upon request and include how the Provider intends to involve Participants in making positive changes to

- the programme year upon year. For Lots 2-4, this is necessary in order to comply with clause 7 of Part 2 of the Call Off Contract.
- 11.4 The Provider shall share information and work with the Department to identify, and if approved by the Department, implement improvements to the Services. The Provider is required to continually assess, monitor and reflect underrepresented geographical areas of particular need within their strategy for increasing engagement and recruitment to the programme. NPQ Governance Checklists have been included in Annex A.
- 11.5 The Provider shall attend and proactively participate in any joint collaborative meetings that the Department convenes. These meetings will cover, but not be limited to: emerging challenges, joint solutions, recruitment, sharing best practice and lessons learnt, exploring opportunities for efficiency/resource improvements, and identifying future opportunities to work more collaboratively with the Department and/or other Providers.
- 12. Quality Assurance**
- 12.1 In accordance with clause 3 of each Call Off Contract the Provider is responsible for ensuring high quality content and delivery of all training including that by Delivery Partners. The Provider complies with Schedule 8 of the Call Off Contract which relates to Quality Assurance and the role of the QA Function.
- 13. Risk Management**
- 13.1 The Provider is required to develop and maintain a robust risk management process covering all elements of the Services, this shall include but not be limited to the accurate identification of key risks to their programme, an understanding of risk triggers and an effective use of mitigation and contingency planning.
- 13.2 The Provider shall maintain a Framework level risk register throughout the Term of the Framework. The Provider shall update the risk register on at least a quarterly basis and submit it to the Department for each Management Meeting.
- 13.3 The Provider shall develop and maintain a Call Off Order specific risk register for each Call Off Order.
- 13.4 For Consortiums, the Lead Provider shall be responsible for ensuring there are plans in place to ensure business continuity and continuation of contract delivery, including in the event that a member leaves the Consortium for any reason, how this gap in service provision will be met and how it will be ensured that the contract continues to be delivered to agreed standards.
- 14. Exit Management**
- 14.1 The Provider shall:
- 14.1.1 submit an exit plan that is to be agreed with the Department within six months of the start of the First Call Off Order for Lots 2-4 and will be reviewed regularly thereafter to ensure it remains fit for purpose. The exit plan must include, but is not limited to, the following areas:
Exit management structures and processes;
- Clear outline of activities, outputs and timelines;
 - Roles, responsibilities and accountabilities for each activity;
 - Key risks and dependencies; Asset registers (including data / information assets) and transfers required;
 - Systems and Software;
 - Data;
 - Sub-Contracts;
 - Training and knowledge transfer;
 - Staff matters;
 - Plan for how an emergency exit (and partial termination if relevant) will be managed.
- 14.1.2 maintain their exit plan in accordance with clause 15 of the Contract;
- 14.1.3 notify the Department that the exit plan has been implemented and provide a weekly update on progress against the exit plan;
- 14.1.4 attend meetings with the Department relating to the demobilisation of the Contract;
- 14.1.5 arrange for all data, including as set out in clause 15 of the Contract, relevant to the Services to be handed over to the Department in the format agreed with the Department.
- 14.2 The Provider must manage exit arrangements effectively. These should cover a transfer to a new Provider in the case of a change of Provider or to the Department. Exit arrangements should cover

staffing; the safe transfer of any data owned by the Department and/or relevant to the effective operation of the Call Off Contract; timescales for any transfer; licensing requirements for software; and documentation covering any bespoke software that has been developed.

- 14.3 Where a Participant cannot be transferred to a new Provider, the Provider must ensure for those that are School or self-funded, reimbursements for undelivered Services are made accordingly and are timely.

15. NPQ Management Information

- 15.1 The Provider must adhere to the Service Level Agreements (SLAs) set out in Part 2 of Schedule 2 of the Call Off Contracts and Schedule 7 of the Framework Agreement. This will ensure the Services are of a consistently high quality and meet the requirements of the Department regarding the collection and management of data.
- 15.2 The Provider must submit Management Information to the Department in accordance with the information below:

Table 5: Service level agreement (Management information)

Subject	Ref	Service level
Management Information	MI1	Submit accurate and complete data on Participant and School participation to the Department by the twenty fifth (25th) of each month. The Provider ensures the data is reflective of the number of Participants/Schools recruited onto the programme up to and including the date of submission.
	MI2	Ensure that all data discrepancies identified by the Department are 100% accurately addressed ahead of the next submission of data. In most circumstances this should be within 28 days of notice.

- 15.3 Throughout the term of each Call Off the Provider is required to collect a range of data to inform contract management discussions, trigger payments, report against Milestones and KPIs, as well as to support the Independent Evaluation. The requirements are set out in Part 2 of Schedule 2 and will include the collection of data about Participants, and Schools recruited to each NPQ including a named contact for communications from the Provider, Department, Independent Evaluator or the QA Function.
- 15.4 The Provider will collect data about the Participants involved in the programmes to allow for data matching and analysis as well as verification and evaluation purposes. The Provider must ensure that it and its Delivery Partners secure the necessary informed consents and have in place data sharing agreements in relation to the Participants and Schools recruited to the programme such that the Provider can collate and share the data with the Department.
- 15.5 As outlined at section 6A paragraph 8 of the Service Requirements, the Department is designing a Central Digital Platform, all references to a clerical process below are for contingency purposes only. MI data collected by the Department whether digitally or clerically will be the same and will be stored and disposed of in line with the obligations of the General Data Protection Regulation and the Data Protection Act 2018.
- 15.6 In the unlikely event the Digital Platform fails to function as expected, the Department will require the Provider to collect Participant and School data using a spreadsheet developed by the Department. An example of the data the Department would expect to be collected is detailed in Table 6 below:

Table 6: Data to be collected for NPQ

Data category	Examples	Relevant to NPQ	Relevant to NPQH Additional Support Offer for New Head Teachers
Provider Details	- Lead Provider name and URN (if applicable) - Delivery Partner name(s) and URN (if applicable) - Confirmation of privacy notice being shared - Cohort	X	X

Participant Information	<i>The following Participant information will only be required from Providers in the absence of the Central Digital Platform.</i> • TRN • Surname • First names • Any previous name • DOB • Role • Working pattern • Email address <i>The following Participant information will be required from Providers regardless of the collection method for NPQs.</i> • Funded/self-funded • Method of Call Off • Point of contact	X	X
School Details	• URN • School Name • Date school signed up	X	X
Course Details	• Type of qualification • Start/withdrawal/deferral/restart/qualified dates of Participants and Schools • Withdrawal/deferral reasons and details of Participants and Schools	X	X
NPQ Assessment	• Progress tracker (participation metric) • Summative Assessment submission date • Summative Assessment completion date • Metric 1 outcome (participation) • Metric 2 outcome (submit Summative Assessment) • Qualification outcome	X	
Evaluation	• Satisfaction survey completed	X	X
Complaints	• Details of complainant	X	X

- 15.7 The Provider shall evidence its capability and capacity to handle data at scale and the ability to collect and share the details of for Lots 2-4, the targeted number of NPQ Participants for each Delivery Call Off Order.
- 15.8 If the clerical process is followed, as the Department will be asking for personal information about Participants, the Provider shall ensure the data is returned to the Department securely using Galaxkey. For NPQ return to NPQ.Procurement@education.gov.uk. Instructions on how to register and use Galaxkey will be provided post Contract Award.
- 15.9 Galaxkey is the Department's secure file transfer service and emails returned using this system will be encrypted.
- 15.10 Providers should share the privacy notice(s) and collect consent for data sharing, linking and analysis, collect contact details and consent to receive communications from the Department, Provider, QA Function and Independent Evaluator. The Provider will on request need to provide evidence that any Participant on the programme has had sight of a privacy notice and authorised the collection and use of their information.
- 15.11 On a monthly basis the Provider shall submit their data to the Department, adding any new Participants or Schools or amending records where the status of the Participant or School has changed. All information should be provided as soon as it is captured where an API integration is available to report it to the Department. If an API integration is not available information must be provided in the specified format by the twenty-fifth (25) of each month and on completion of the recruitment phase.

- 15.12 The Department will complete the eligibility and validation checks of the information submitted and where appropriate provide up to date information on any changes required, to either the data or the template. In accordance with paragraph 1.4.7 of Part 1 of Schedule 2 of each Call Off Contract, the Department will use the data submitted to validate the Provider's claims for payment and therefore it is of vital importance that the information submitted is both reliable and timely.
- 15.13 The Provider shall work with the Department to rectify any discrepancies identified within three (3) working days from the date of receipt or within such other timescales for response as provided specifically for within the terms of the contract.
- 15.14 As part of the recruitment, the Provider is responsible for collecting the relevant details of all Participants, and their school recruited onto the programme.
- 15.15 For the avoidance of doubt, the Provider is responsible for the collection of data including data collected by Delivery Partners and ensuring this is collected in a timely, secure, consistent, and compliant manner. The Provider shall set out the methodology by which it will assure data collection and quality assurance across its supply chain. The Department will validate any data submitted related to payments and Providers will be required to submit all data in the format determined by the Department.
- 15.16 For Lots 2-4, the Department reserves the right to adapt the data and platform requirements for each Call Off Contract, throughout the term of the Framework Agreement.
- 16. NOT USED.**
- 17. Social Value**
- 17.1 The Provider must be committed to delivering Social Value during the Contract Period with a specific focus on:
 - 17.1.1 Increase Supply Chain Resilience and Capacity; and
 - 17.1.2 Improve Community Integration.
- 17.2 The Provider must develop, submit, and maintain a Social Value Plan in accordance with clause 29 Document 7b - Call Off Contract (Lots 2, 3 and 4).
- 17.3 The Provider must meet the objectives set out in paragraph 17.1 by making commitments in its Social Value Plan to undertake activities, implement policies and develop initiatives, as described in the government guidance, such as:
 - 17.3.1 understanding of opportunities to drive innovation that promote collaboration to access new technologies/green technologies and/or approaches, efficiency, and quality, to deliver lower cost and/or higher quality goods and services;
 - 17.3.2 demonstrate an approach to organisational learning and continuous improvement;
 - 17.3.3 provide an understanding of opportunities to drive greater collaboration in the supply chain;
 - 17.3.4 include measures to ensure supply chain relationships relating to the contract will be collaborative, fair and responsible;
 - 17.3.5 develop methods for engaging with different parts of the community (including the education system) and how communities come together to inform decisions, strategy and projects to leave a positive legacy for future generations;
 - 17.3.5 measures for making facilities used in the delivery of the contract available for community groups, education or training;
 - 17.3.6 measures to raise awareness or increase the influence of staff, suppliers, customers, communities and/or any other appropriate stakeholders to promote strong, integrated communities through its performance of the contract, e.g., through engagement; training and education; partnering/collaborating; and volunteering.

SECTION 6C: THE SERVICE REQUIREMENTS

1. Delivery Service Requirements

- 1.1 Lead Providers shall ensure that their Delivery Partners engage with incumbent Providers delivering the reformed suite of NPQs as required, to ensure a consistent and coherent message is communicated to all Participants and External Bodies.
- 1.2 Where a Participant defers and is not able to complete the course under the current NPQ arrangement, the Provider must ensure that their Delivery Partners work together with the incumbent Provider, and each other, to ensure the Participant is able to continue and complete their qualification.

2. NPQ Programme Length and Timings

- 2.1 The Provider must design training in accordance with the requirements set out in Table 17 below:

Table 17: NPQ training durations

Qualification type	Taught course duration	Summative Assessment period	Total duration
Specialist NPQs	12 months	3 months	15 months
Leadership NPQs	18 months	3 months	21 months*
NPQH	18 months With flexibility to extend by up to 6 months for Participants new to the role of headship	3 months	21 months* Up to 27 months for Participants new to the role of headship

* For the Leadership NPQs February Cohort, the assessment window will begin a month after the NPQ content delivery concludes to prevent an assessment window that falls in August.

- 2.2 The content detailed in the NPQ Content Frameworks must be covered within the taught course duration. All assessment and moderation activity in relation to the Summative Assessment must be completed within the assessment window. This includes delivery of the summative assessment to participants, marking and external moderation. Providers must ensure that Participants are awarded their final mark within the total timeframe. To enable this, Providers must provide the external moderator with all scripts via an API integration with the external moderator. The 10% sample of scripts identified for moderation, determined by the external moderator, will be selected from the scripts made available through the API. Providers will be required to ensure that all scripts identified for moderation are marked and received by the deadline set by the external moderator which will normally be at least one full calendar month before the end of the assessment window. When required, providers will be expected to work collaboratively with the external moderator to provide scripts and any relevant background information in the event of any appeals on assessment outcomes being referred to the moderator.
- 2.3 The Department will fund two cohorts for each NPQ in any one academic year:
- 2.3.1 the October Cohort shall commence during term time in October;
 - 2.3.2 the February Cohort shall commence during term time in February;
 - 2.3.3 The Department reserves the right to amend the number of cohorts in any one academic year and this will be confirmed in the relevant Delivery Call Off cohort brief.
- 2.4 The Provider shall ensure all Participants registered for a NPQ receive an induction, so they are suitably prepared to commence the training, i.e. ensuring Participants have access to the relevant systems to enable them to access materials.
- 2.4.1 All Participants will be required to register with a Central Digital Platform as described in Section 6A paragraph 8 of the Service Requirements.
- 2.5 The Provider must deliver the training substantially within school term dates and is expected to maximise attendance/engagement by being mindful of key dates within the school year such as SATs and GCSE exam dates, as well as religious holidays.
- 3. National Professional Qualifications Content and Design**
- 3.1 The Provider shall ensure that each of the NPQ curricula and content it designs is in accordance with and includes all of the knowledge and skills outlined in the relevant NPQ Content Framework.
- 3.2 Providers are expected to engage with the expertise of their Delivery Partners when designing and refreshing the content and delivery to ensure that subject expertise, best practice and local contexts can be considered.
- 3.3 Providers shall ensure that the content for the NPQ training works for all Participants, regardless of subject, phase, or context. This can either be via a universal programme of content suitable for all eligible Participants drawing from a range of subjects, phases and contexts or separate sets of content which are subject, phase and/or context specific.
- 3.4 Providers shall ensure that the NPQ for Leading Teaching includes the use of evidence-based, tailored, subject or phase specific exemplification materials embedded into the training. This is to ensure Participants develop expert teaching practice in their relevant context.
- 3.5 Providers shall ensure that the NPQ for Early Years Leadership includes the use of evidence-based, tailored, context-specific exemplification materials embedded into the training. This is to

- ensure current and aspiring Early Years leaders develop expertise in Early Years practice and leadership in their relevant context.
- 3.6 Providers shall develop high-quality training materials that cover all the content in the relevant NPQ Content Framework, making use of evidence of effective pedagogy and that provision is revised over time to reflect emerging evidence and outcomes.
- 3.7 Providers shall ensure that the taught materials are informed by current research and international best practice.
- 3.8 Providers shall ensure that Participants have direct access to the latest evidence and research, wherever possible, for free. Where original evidence or research is not free, Providers should access this themselves and summarise the research in their curriculum materials, in order to make this accessible for the Participants.
- 3.9 Providers shall ensure that as a minimum the design of the course meets the minimum hours criteria set out in Table 18 below:

Table 18: NPQ minimum hours requirements

Qualification type	Minimum overall hours	Minimum synchronous delivery	Minimum face-to-face delivery
Specialist NPQs	50 hours	20 hours	8 hours
Leadership NPQs	75 hours	30 hours	12 hours

- 3.10 To meet the minimum overall hours requirements Potential Providers should calculate the total amount of time that Participants will need to complete the programme, including using self-study materials and completing Formative Assessments, but not including personal revision time for the Summative Assessment.
- 3.11 Synchronous delivery includes face-to-face (i.e. in person) delivery as well as other live sessions (i.e. online lectures/seminars, group work and mentoring). Any sessions delivered in person would count towards the minimum number of hours for synchronous delivery.
- 3.11a Providers may identify exceptional circumstances where the face-to-face requirements are prohibitive to engagement in NPQs, for example, for participants in remote geographical areas. Providers are required to seek approval from the DfE for any delivery arrangements for small cohorts that would not meet the minimum face-to-face hours, up to and including fully online delivery. Minimum synchronous and minimum overall hours are still required.
- 3.12 Potential Providers should be aware that Table 18 above sets out the minimum hour requirements, not guide amounts, and in all cases Providers will need to cover all the knowledge and skills in the NPQ Content Frameworks. As such, Providers may design training of different lengths within the Specialist or Leadership categories (i.e. NPQH may require more hours than NPQSL). Providers shall ensure that the delivery of their training takes into account Participant workload considerations and will structure content effectively so that minimal time is spent studying outside of working hours.
- 3.13 NOT USED.
- NPQ Assessment
- 3.14 To pass an NPQ, a Participant must meet the following criteria:
- 3.14.1 engage with 90% of the course (exact requirements to be determined by the Provider);
- 3.14.2 submit and pass one Summative Assessment;
- 3.14.3 where possible, Providers should seek participation data well in advance of the assessment window; this is to ensure that only Participants who have met the 90% requirement are put forward for the Summative Assessment.
- 3.15 Throughout the programme, Providers are required to ensure that Participants undertake Formative Assessment, and the results of this should feed into future delivery. A range of Formative Assessment methods may be used, and it is for Providers to decide which methods are most appropriate to use and when.
- 3.16 Providers shall design an assessment process to measure participation in the course. Providers should be able to track participation and aim to put measures in place when Participants are at risk of not meeting the participation metric threshold.
- 3.17 Providers must provide Participants at the start of their training with a complete list of course elements that will count towards participation metrics and set out how participation in those

- elements will be measured. These could include, but are not limited to, face-to-face sessions, webinars, and self-directed study. They must, however, include Formative Assessment activities.
- 3.18 Providers must ensure that they comply with their legal obligations under the Equality Act 2010. Providers must make adjustments to ensure that course elements, including attendance at core sessions, can be adapted for Participants with protected characteristics/additional needs.
- 3.19 Providers shall prepare NPQ Summative Assessments that:
- 3.19.1 take the form of a case study, based on a hypothetical but realistic scenario, likely to be faced by Participants in their respective current or future role;
 - 3.19.2 are a minimum of 2,000 words in length;
 - 3.19.3 only cover content referred to in the relevant NPQ Content Framework;
 - 3.19.4 represent a likely situation to be faced by a Participant at the relevant NPQ qualification level or role;
 - 3.19.5 allow Participants to demonstrate their understanding of the relevant NPQ Content Framework and offer them an opportunity to demonstrate that they can successfully apply this;
 - 3.19.6 test Participants on a variety of both 'learn that' and 'learn how to' statements from within the relevant NPQ Content Framework;
 - 3.19.7 are accompanied by a unique and specific mark scheme setting out what constitutes a 'pass' and a 'fail', ensuring marks are awarded for both 'learn that' and 'learn how to' statements of the relevant NPQ Content Framework.
- 3.20 The Provider must create and set a new and different case study and corresponding mark scheme for each cohort for every NPQ to limit the risk of plagiarism. The Provider must ensure that all Delivery Partners use the same assessment where the cohort/qualification level is the same.
- 3.21 Under the Set Up Call Off for Lots 2-4, the Provider shall develop and submit case studies and mark schemes for each NPQ level to enable the delivery of Summative Assessments across three annual Call Offs, with two cohorts each year. Once the pool of assessment materials developed during the Set Up Contract has been fully utilised and a provider is awarded further Delivery Call Off across Lots, the Provider will be required to develop further case studies and mark schemes (1 per cohort, per NPQ level) as part of the Lot's Delivery Call Off. Providers will receive additional funding for these additional case studies and mark schemes, capped at £4,500 for a suite of 6 for Lot 2, and capped at £1,500 for a suite of 2 for Lot 3.
- 3.22 The Provider must deliver the Summative Assessment to all Participants after the course content has been delivered:
- 3.22.1 The assessment windows for Specialist NPQs are 1st October 2024 to 31st January 2025, and 1st February 2025 to 30th April 2025, excluding weekends and Bank Holidays;
 - 3.22.2 The assessment windows for Leadership NPQs are 1st April 2025 to 31st July 2025, and 1st September 2025 to 15th December 2025, excluding weekends and Bank Holidays. For the Leadership NPQs February Cohort, the assessment window will begin a month after the NPQ content delivery concludes to prevent an assessment window that falls in August.
- 3.23 The Provider shall provide samples of assessment materials (case studies and associated mark schemes) for quality review.
- 3.24 Participants will be allowed an eight-day window to provide a written response of a maximum of 1500 words for the case study (unless adjustments are required on an individual basis) in an 'open book' setting. If providers wish, they may increase the word limit for the Leadership NPQs (NPQH, NPQSL, NPQEL and NPQEYL) to between 1500-2500 words per Summative Assessment response. Participants should receive the unseen case study question at the start of the eight-day window (exact timing to be determined by the Provider) and submit their response by midnight of the eighth day.
- 3.25 Providers must provide Participants, at the start of their training, the dates of the Summative Assessment so Participants can plan for this with their schools.
- 3.26 The Provider shall develop mechanisms for accurately measuring and reporting participation rates in the Summative Assessment task and have mechanisms and strategies for improving low participation rates.
- 3.27 The Provider shall develop mechanisms for accurately moderating Summative Assessment answers to ensure faithful and consistent application of the mark scheme across Delivery Partners. Additionally, as detailed in section 6C paragraph 2.2 above, the Provider will work with the

- Department and/or its External Bodies to ensure a sample of 10% of Summative Assessment submissions are externally moderated. The Provider shall ensure that the assessment submission is able to be shared in a format that is compatible with the MS Office software suite via an API.
- 3.28 The Provider shall develop and implement a policy which outlines mechanisms to mitigate the risk of plagiarism. This shall include the use of software to detect plagiarism and detail how suspected cases of plagiarism will be investigated and addressed.
- 3.29 Providers shall design a delivery model that promotes impartiality relating to the Assessment Function. This must include an 'ethical wall' whereby individuals involved in the delivery of NPQs are separate to the individuals involved in assessment (even if they are within the same organisation) but may also include other measures such as anonymised submissions. The Provider may engage a Delivery Partner specifically to complete the Assessment Function for some or all of its delivery, but this is not required.
- 3.30 The Provider must communicate the moderated outcome of the Summative Assessment (pass or fail) to the Participant within the three-month assessment window.
- 3.31 The Provider must allow Participants to resit the Summative Assessment up to a total of one additional time, in the event they fail the first assessment.
- 3.32 Providers will be funded only to develop one assessment task per cohort and so, to ensure case studies remain unseen prior to assessment, it is recommended that resits are administered at the same time as the next cohort of the same qualification, using the case study prepared for the next cohort.
- 3.33 If a Provider does not have a Call Off for the next cohort, they should administer the resit no later than six months after the Participant received their original result, using the case study/mark scheme that would have been used for the next cohort. There will be no additional funding to a Provider for delivery associated with resits.
- 3.34 At the end of each cohort, Providers shall confirm with the Department for each Participant whether they fulfilled the two assessment requirements (participation metrics and the Summative Assessment) and therefore whether they were awarded the qualification.
- 3.35 Subject to the Provider confirming that a Participant has passed the assessment requirements, a certificate will be made available for Participants.
- 3.36 Providers must ensure that, if NPQH delivery is extended for a Participant taking the NPQH with the Early Headship Coaching Offer for New Head Teachers, Summative Assessment takes place during an appropriate assessment window, as outlined in Section 6C paragraph 3.22 above, and is subject to the same moderation procedures.
- Appeals
- 3.37 Providers must design a policy for, and operate, a fair and accessible appeals process, that can be shared with the Department on request. Where the cause for appeal relates to the marking of the Summative Assessment (including resits), the process must involve a minimum of one person not involved in the original marking and moderation. The policy shall also cover cases where the cause of appeal relates to participation metrics (for example, a Participant believes there has been an administrative or technical error in recording engagement).
- 3.38 The Department and/or its External Body working on its behalf will be the final arbiter if all processes internal to the Provider have been exhausted. The Provider shall endeavour to resolve appeals within a reasonable time period, and the Department therefore expects internal procedures would take no longer than three months from the date the appeal is submitted by the Participant.
- 3.39 A Participant's decision to appeal shall not affect their ability to resit the Summative Assessment on one occasion.
- 3.40 The associated cost of handling any appeals will be borne by the Provider at their own expense.
- 4. Early Headship Coaching Offer for New Head Teachers**
- 4.1 The Provider shall develop and deliver a tailored, face-to-face support offer for New Head Teachers taking the NPQH in their first five years of headship. The majority of this should be face-to-face, but in some instances, it may be preferable for virtual support. This must also be suitable for New Head Teachers who have taken the NPQH before headship if taken within five years of becoming a New Head Teacher.
- 4.2 The Provider shall make sure Early Headship Coaching Offer lasts for at least the duration of an academic year, starting during the New Head Teacher's first five years in role, and delivery should

- take into account the workload of a New Head Teacher. The Provider shall ensure that the Early Headship Coaching Offer works for all New Head Teachers, regardless of phase or context.
- 4.3 The Provider shall give due consideration to different delivery methods; these could include, but are not limited to, a combination of coaching sessions, one-to-one support discussions and peer network support. The Early Headship Coaching Offer should enhance delivery of the NPQH, regardless of whether the New Head Teacher is currently taking the NPQH or has already completed it. The Early Headship Coaching Offer must be based on the content of the NPQH Content Framework and work in relation to, and fit around, the wider NPQH programme. Individuals delivering the Early Headship Coaching Offer should have expertise in this content.
5. **NOT USED**
6. **Scholarship Funding, Recruitment Volumes and Ambition for NPQs**
- 6.1 Increasing the quality of teaching and leadership is a core priority for the Department and improving the retention of teachers and leaders also remains critical. Ensuring there are sufficient high-quality teachers and leaders in our schools for the long term and elevating the status of the teaching profession are named priorities in the Department's Single Departmental Plan.
- 6.2 Every person in every school has been affected by COVID-19. The NPQ training offer has the potential to aid education recovery by helping to raise the quality of teaching and improve retention of staff.
- 6.3 Through the Education Recovery Package (ERP) we have made a public commitment to make available funding to 150,000 NPQs to be delivered over 3 years (21/22 Academic Year, 22/23 Academic Year and 23/24 Academic Year). The Department will provide fully funded scholarships for all NPQs and the Early Headship Coaching Offer to allow all teachers and leaders employed in state funded schools and state funded organisations that offer 16-19 places in England, for cohorts starting in 23/24 Academic Year. From the launch of the NPQ for Early Years Leadership in 22/23 Academic Year, in addition to the above teachers and leaders, fully funded scholarships will also be available for all Ofsted registered Early Years providers.
- 6.4 The recruitment ambition beyond 23/24 Academic Year under this Framework will be subject to future Spending Review agreements. The Department reserves the right to review and amend the NPQ funded scholarship criteria for future Call Offs.
- 6.5 Teachers and leaders who have previously undertaken an NPQ will be eligible for funding on the reformed suite, subject to meeting the scholarship criteria. This includes all those who have previously deferred, withdrawn from or failed an NPQ prior to 2021 (including, but not limited to, the legacy 2017 suite). A Participant will not be eligible for funding from the Department and will not count towards recruitment targets if they have previously withdrawn from or failed the same reformed NPQ qualification since 2021.

Table 19: Scholarship criteria for Departmental funded training (21/22 Academic Year-23/24 Academic Year)

Scholarship funding criteria	Lead Provider delivery requirements
For all Leadership NPQs, Specialist NPQs and the Early Headship Coaching Offer (for New Head Teachers, during their first five years in role), the Department will provide fully funded scholarships for all teachers and leaders who are employed in: - state funded schools in England; - state funded organisations that offer 16-19 places in England; For the EY NPQ, in addition to the above teachers and leaders, the Department will also provide fully funded scholarships for all practitioners and leaders who are employed in Ofsted registered Early Years providers in England.	Lead Providers will validate that the Participant is employed by a school or organisation who meets the criteria. Lead Providers will be responsible for assessing Participants before registration, to ensure suitability and commitment to the programme. For the Early Headship Coaching Offer the Lead Provider will confirm the Participant has completed the NPQH before headship or is taking the NPQH, and is in their first five years of headship.

- 6.6 Provider's individual annual targets will be agreed as part of the Annual Cohort Competition for Delivery Call Offs in respective Lots. The volume totals are provided as a range below, these are

what need to be achieved each year to achieve the Department's commitment of 150,000 Participants by the end of Academic Year 2023/24.

Table 20: Annual totals per specialist and leadership NPQs as a range

Qualification type	Starting in 22/23 Academic Year	Starting in 23/24 Academic Year
Specialist NPQs	44,000 – 47,000	44,000 – 47,000
Leadership NPQs	18,000 – 21,000	18,000 – 21,000

7. Recruitment Targets for NPQs

- 7.1 The Provider is required to meet 100% of the annual targets, as set out in the KPIs in Part 2 of Schedule 2 of each Call Off Contract. In the event the Provider fails to achieve any KPI, they shall be subject to the measures set out in Schedule 4 of the Framework Agreement and Schedule 2 of each Call Off Contract.
- 7.2 Subject to prior written approval from the Department, the Provider may recruit more than the targeted number of Participants for each cohort. Maximum numbers will depend on the availability of funding.
- 7.3 The Provider may recruit school funded Participants (including International), but this must not be detrimental to the delivery of the Department requirements for scholarship funded recruitment and delivery.
- 7.4 NOT USED.
- 7.5 The Provider is not permitted to charge Schools (except in accordance with the Conditions of Contract) for any of Services in respect of Part A (Department funded NPQ) or offer any financial (or equivalent) incentives linked to recruitment.

8. Recruitment Standards for NPQs

- 8.1 The Provider shall:
- 8.1.1 establish and operate robust recruitment, selection and admission policies;
 - 8.1.2 establish and operate robust deferral and withdrawal policies that take account of Management Information required by the Department; in line with Annex A deferrals and withdrawals management framework;
 - 8.1.3 ensure policies are transparent, reliable, inclusive and support social mobility;
 - 8.1.4 assess Participants before registration, to ensure suitability and commitment to the programme. The target audiences for the suite of NPQs as specified in section 1 paragraph 2.2 of this Specification. It should be noted that those without qualified teacher status (QTS) are eligible to take NPQs, but providers should work with prospective Participants to ensure suitability and commitment to the programme. For the NPQ in Early Years Leadership only, while it is envisioned that Participants should hold a full and relevant Level 3 qualification or higher prior to starting the NPQ, there may be instances where it appropriate for Participants without this to take the NPQ. Providers should work with prospective Participants to ensure suitability and commitment to the course;
 - 8.1.5 undertake eligibility checks for scholarship funding, as outlined in Table 19 above. It should be noted that the Department's position on the eligibility criteria may change in line with Departmental priorities and budget agreements.

9. Funding Model for Department Funded NPQs

(Schedule 7 of the Framework Agreement and Schedule 2: Part 1 of each Call Off Contract)

- 9.1 The NPQ funding model for all Part A Department Funded NPQs is based on a payment by results model where the financial risk is shared between the Department and the Provider. There are three elements to the funding model: set up and mobilisation (Programme Design and User Digital Platform), a Service Fee, and output based performance payments.
- 9.2 NOT USED.
- 9.3 NOT USED.
- 9.4 NOT USED.
- 9.5 NOT USED.
- 9.6 Apart from Programme Design and User Digital Platform set up and mobilisation costs if a Set Up Call Off Contract is awarded, the funding model has not been designed to reimburse actual costs incurred per se in the delivery of the Services. However, a breakdown of costs is required in the Pricing Schedule to help the Department agree to reasonable set up costs and monitor the costs of on-going delivery for the programme. Full details on cost information required and definitions of fixed, variable and set up costs can be found in Document 5 – Pricing Schedule.

- 9.7 The Price Per Participant submitted for each NPQ should include any communications and marketing costs the Provider expects to incur. These are subject to the Department's approval and a potential cap on the total amount that can be spent across all programmes. Providers should therefore base their delivery models on no-cost methods of communications or, essential activities where cost effectiveness can be evidenced and where other no cost or low cost options have been exhausted.
- 9.8 As stated in Schedule 7, Part 1A of the Framework Agreement, for each Delivery Call Off awarded, the Department will make payment for ongoing integration, maintenance and developed of the Provider's User Digital Platform. Payment will be made in accordance with the rates set out in Schedule 7 of the Framework Agreement.
- 9.9 As stated in Schedule 7, Part 1A of the Framework Agreement, the Department will make payment for additional assessment case studies should there be a requirement. Payment will be made in accordance with the rates set out in Schedule 7 of the Framework Agreement.
- 9.10 The Department reserves the right to introduce targeting measures to encourage uptake of NPQ courses among particular groups of teachers and leaders. While not part of the current payment model, such targeting could in the future take the form of uplift payments made on a per-participant basis. Criteria for per-participant uplift payments would support policy objectives of delivering NPQ training across education settings, ensuring that the benefits of NPQ courses are realised equitably.
- 10. NPQ Monthly Service Fee**
- 10.1 The Department will pay up to 40% of the total contract value for each Cohort as a proxy for the incursion of a Provider's Fixed Costs.
- 10.2 The Service Fee will be reimbursed throughout the contract as set out in Schedule 2: Part 1 of each Call Off Contract.
- 11. NPQ Output Based Performance Funding**
- 11.1 For all NPQ Lots, the output based performance funding will be paid on a per Participant basis for each NPQ level and for the Early Headship Coaching Offer for New Head Teachers (Lot 2 only), upon completion of Milestones relating to the ongoing maintenance of the Provider's User Digital Platform or on a per case study developed basis linked to outputs as described in Schedule 2: Part 1 of each Call Off Contract. Payments relating to the Early Headship Coaching Offer, ongoing User Digital Platform and additional assessment case studies developed will be paid solely through Output Payments. Output based performance funding will account for the remaining percentage of funding of each Call Off Contract value.
- 11.2 The Output Payments will be made in accordance with Schedule 2 Pricing: Part 1 of each Call Off Contract and subject to the Provider meeting the performance targets set out Schedule 2.
- 12. Not used.**
- 13. Management Standards**
- 13.1 The Provider shall:
- 13.1.1 design the NPQ in accordance with the NPQ Content Frameworks and the Department's content quality assurance process.
- 13.1.2 monitor and manage their Delivery Partners and wider supply chain, ensuring they comply with the requirements set out in this Specification when delivering any aspect of it;
- 13.1.3 deliver on their Set Up Implementation Plan and Delivery Plans;
- 13.1.4 meet the KPI targets and Service Levels Agreements (SLA) set by the Department, as outlined in Part 2 of Schedule 2 of each Call Off Contract;
- 13.1.5 comply with clause 3 of each Call Off Contract and operate clear governance, financial risk management and administrative processes (including for the handling and protection of personal data), which adhere to statutory requirements, and implement and operate effective mechanisms to ensure that these are understood and followed by all employees and Delivery Partners;
- 13.1.6 comply with any request for information made by the Department, External Bodies and the QA Function for the purposes of meeting its obligations as a Provider on the Framework;
- 13.1.7 provide accurate, complete and timely information and data in accordance with Part 2 of Schedule 2;

- 13.1.8 operate robust resource, recruitment, retention, contingency and succession planning strategies. These must ensure there are sufficient numbers of qualified and experienced personnel to deliver the NPQs;
- 13.1.9 ensure contingency provisions are made as set out in the Exit Arrangements at section 6A paragraph 14 of the Service Requirements;
- 13.1.10 seek and act on feedback from Participants and/or Schools, take account of new evidence and research, insight from Formative Assessment and work with the Department and the QA Function on any additional measures to improve quality, where applicable;
- 13.1.11 comply with arrangements for monthly management meetings, in accordance with Part 2 of Schedule 2 of each Call Off Contract;
- 13.1.12 ensure Delivery Partners are fully inducted and trained to deliver the curriculum content and delivery timetable as designed;
- 13.1.13 ensure that the Provider's Digital Platform conforms to the digital delivery standards outlined in section 6A paragraph 8 of the Service Requirements and Schedule 14 of the Framework Agreement;
- 13.1.14 collect feedback from Participants upon completion of their NPQ. Satisfaction will be measured through a survey at the end of each year of the programme. The Department and/or its deployed External Body will design and issue a survey for all Participants trained directly by the Provider and their Delivery Partners. The Provider shall support the Department by encouraging Participants to complete a satisfaction survey through the Provider's Digital Platform. The Provider shall ensure that the results and content of the surveys are checked and validated for completeness/accuracy and provided unamended when they are returned to the Department and/or its External Body or QA Function;
- 13.1.15 ensure that any communications between the Department and the Provider which are relevant to Delivery Partners, Participants and/or Schools are cascaded to the relevant party in a positive, timely and accurate way.

14. Independent Evaluation

- 14.1 The Department intends to commission an Independent Evaluation of NPQs to ensure that lessons are learned for future delivery. The Department will share further information with the Provider as it becomes available.
- 14.2 The aim of the Independent Evaluation will be to ensure that delivery is meeting the needs of Participants and Schools. The scope of the Independent Evaluation and detail of the method are in development. Broadly, the Independent Evaluation is likely to include a process element focussing on the successes and challenges during implementation; and an impact evaluation assessing the impact of the programmes on Participants and their schools.
- 14.3 The Department requires the Provider to support their appointed Independent Evaluator in their activities. The Provider is required to factor Independent Evaluation activities into their planning as further information becomes available. The Department and its appointed Independent Evaluator will endeavour to ensure that any Independent Evaluation activity is proportionate and low burden to Providers, Participants and their Schools.
- 14.4 The Provider is required ensure that Participants and their Schools are aware of the importance of engaging in the evaluation and required to take action to encourage Participants and their Schools to respond to evaluation activity.
- 14.5 The Provider is required to support continuous improvement by sharing knowledge and experiences of the successes and challenges faced, with the Independent Evaluator, QA Function and the Department.
- 14.6 Where the Provider's internal monitoring and evaluation activities may come into conflict with the Department's Independent Evaluation, the Provider will give precedence to the Department's Independent Evaluation.

15. School Funded Participants

- 15.1 Schedule 2: Part 1 of the Schools Model Call Off Contract and Schedule 7 Part 1b of the Framework Agreement sets out the pricing and payment process that will apply to School Call Off Contracts.
- 15.2 The aim of the Framework Agreement is to provide teachers and leaders from those organisations with the criteria listed in Table 1 of Schedule 13 of the Framework Agreement with the same ability to undertake an NPQ as those funded by the Department.

- 15.3 Providers shall seek and act on feedback from Schools and/or the Department to ensure that their processes implementing the School Call Off Contracts are accessible, proportionate and minimise the administrative burden on Schools and Participants to accessing the Services. The Department reserves the right to review the requirements of School Call Offs at any time to ensure Schools and Participants are able to access the Services, when Call Offs are required.
- 16. Part-time Availability and Portability**
- 16.1 The Provider must ensure their programme is suitable for Participants who work on a part time basis and be adaptable for those who move school mid-programme. The Participant should continue with their original Provider unless there are exceptional circumstances i.e. moving to a different geographical area not covered by the original Provider. In such a situation, the Department will not make any further Output Payments to the original Provider for the Participant(s), as they will no longer be delivering the programme to the individual(s).
- 16.2 The Provider must develop a policy that outlines how Participants who are part-time, defer or transfer schools during their NPQ will be handled. The Provider shall update this policy and resubmit to the Department as part of their Quotation for each Annual Cohort Award ensuring it incorporates all further guidance provided by the Department.

NPQ WITHDRAWAL AND DEFERRAL MANAGEMENT POLICY FOR LEAD PROVIDERS

- 1. Introduction**
- 1.1. The Provider will be responsible for establishing and administering a policy that manages withdrawn and Deferred Participants who have commenced NPQ within an agreed Department Call Off Contract.
- 1.2. This Management Framework should be drawn on by Providers when developing policies. The Management Framework relates to Participants who have commenced NPQ with a Lead Provider under the Framework Agreement.
- 2. Withdrawal Management Framework**
- 2.1 The Provider and or its appointed Delivery Partners will provide support and advice to mitigate withdrawals.
- 2.2 The Provider will develop strategies to mitigate withdrawals through the design and deployment of a rigorous application, recruitment and admissions process, ensuring candidate suitability and securing commitment to the programmes and ongoing supportive communication.
- 2.3 The Department will not fund the Provider for a withdrawn Participant, beyond the Output Payment following the Participant's withdrawal.

Deferrals Management Framework

Section 1: Participants deferring during an agreed Department Call Off Contract

1. Participants undertaking NPQ are eligible to defer and start at a later date, a time limit will not be set.
2. The Provider will need to be considerate of the process for future Call Off agreements when managing and communicating deferrals.
3. Participants deferring beyond the agreed Department Call Off Contract must be flagged to the Department in the Supplier Data Report and MI. A record of the Participant's metrics to date should be stored. An expected and planned re-engagement date should be included.
4. Reasons for deferrals must be captured to assist with programme development and the Department's evaluation. The Department does not endorse setting restrictions on the reasons for deferrals.
5. The Provider is responsible for maintaining communication with Deferred Participants when operating under a Department Call Off Contract.
6. A Deferred Participant will not count towards the Retention KPI (KPI 3) and Satisfaction KPI (KPI 4) during the agreed Department Call Off Contract that they started the programme on. This is on the basis that the Participant has not completed the programme during the Call Off contracting period. They will be counted towards the achievement of these KPIs during a future Call Off Contract that they later complete the programme in.
7. The payment approach will depend on the point in which the Participant defers:

- a. Where a Participant defers within one calendar month before a Retention Output Payment is due, the Department will fund the Provider for the upcoming Retention Output Payment, in recognition of the provision the Participant would have accessed.
- b. Where a Participant defers more than one calendar month before a Retention Output Payment is due, the Department will not fund the Provider for that provision until the Participant has re-joined the programme.
- c. In all cases, the Provider will only be entitled to the number of Output Payments specified in their original Call Off Contract.

Section 2: Participants deferring onto a future Department Call Off Contracts

1. When competing for further Department Call Off Contracts, Providers must include numbers and details of any Deferred Participants who they intend to provide Services for during that Call Off.
2. If the future Department Call Off Contract is agreed with the originating Provider:
 - a. The Provider will be permitted to re-establish communication with the Deferred Participant and deliver the programmes (subject to GDPR compliance).
 - b. The Deferred Participant will not count towards the Recruitment KPI (KPI 1) measure for that Contract, however they may count towards other KPIs if they remain and complete on the programme.
 - c. The Provider will need to agree a revised schedule for remaining Output payments for each Deferred Participant due to recommence their training with the Department, under the new Call Off Contract.
3. If the future Department Call Off Contract is not agreed with the originating Provider or if the originating Provider is removed from the Framework Agreement, and a Deferred Participant wishes to reconvene their training:
 - The Deferred Participant will be given the choice to continue with another provider. Information will be made available about the Providers available to support the Deferred Participant. For the avoidance of doubt, legacy participants (i.e., those who started an NPQ prior to 2021) will not have the opportunity to transfer partially completed training to a qualification under the new suite. Participants who are unable to complete their qualifications under the 2017 suite will be required to reapply for and restart the new training.
 - The originating Provider will be required to arrange an orderly transition to the Deferred Participant's chosen provider, including handing over details of learning and participation metrics achieved previously.
 - The new Provider will be required to onboard and communicate with the Deferred Participant. The new Provider will need to make a decision about the carryover of participation metrics.
 - For the new Provider, the Participant will not count towards their Recruitment KPI (KPI 1) measure, however they may count towards other KPIs if they remain and complete on the programme.
 - The new Provider will need to agree a revised schedule Output Payments for Deferred Participants transitioned to start the programme. The Department will not pay any previous Output Payments made to the originating Lead Provider, to the new provider.

GLOSSARY

Table 23: Glossary	
Term	Definition
Annual Cohort Competition	means the procedure for awarding Call Off Delivery Contracts for annual cohorts of NPQ.
Assessment Function	means the marking of the Summative Assessment and completion of the feedback and moderation process.
Attachment	means a document made available to Potential Providers in relation to this Procurement via the eTendering Portal.
Authority	means the Department for Education.

Award Questionnaire	means the award questionnaire, a copy of which is provided at Document 4 and set out in the eTendering Portal.
Award Stage	means the part of the evaluation process described in paragraph 11 of Document 1.
Call Off Contract	means a Contract awarded under the terms of the Framework Agreement. The Call Off Contract terms and conditions are to be used for every Call Off Contract awarded under the terms of the Framework Agreement.
Central Digital Platform	means the proposed digital platform that the Department intends to develop, host and maintain as described in Section 6A paragraph 8 of the Service Requirements.
Commercial Envelope	means the area within Jaggaer where the Potential Provider can submit their Financial Submission.
Communications and Marketing Plan	means a document that the Provider is required to complete at each Call Off, evidencing alignment with the requirement set out in the Communications and Marketing section of the ITT Service Specification.
Consensus Marking Procedure	means the evaluation procedure described in paragraph 8.2 of Document 1.
Consortium	means a Group of Economic Operators as described in Regulation 19(3). Potential Providers wanting to express interest as a Consortium must do so in accordance with the instructions for bidding organisations and Consortia in Document 3 (SSQ Instructions for Potential Providers).
Content Frameworks	For Lots 2-4 this means the six documents published on GOV.UK under National Qualification Reforms from 2021: Frameworks. The documents set out the content (what Participants and school leaders should know and be able to do) that must be covered in each NPQ course.
Contract Award	means the award of the Contract by the Department to the Successful Provider following the evaluation of the Final Tenders in accordance with the evaluation methodology set out in Document 1 and the Department's governance process.
Contract Notice or OJEU Notice	means a Contract Notice published by the Department in the Official Journal of the European Union advertising this Procurement.
Contract Schedule	means a schedule to the Terms and Conditions.
Contracts Finder	means the Government's online tool to search for Contracts located at https://www.gov.uk/contracts-finder
Cyber Essentials Scheme and Cyber Essentials	means the Government's scheme to help organisations protect themselves against common online security threats.
Deferred Participant	means a teacher, new head teacher, leader, head teacher or person who is unable to complete their NPQ within the assigned cohort.
Delivery Partner	means organisations or subcontractor who form part of the supply chain of the Provider, including those delivering the Services and/or Assessment Function.
Delivery Plan	means the Provider's proposals which include an Implementation Plan to deliver the Service Requirements of each Call Off Contract.
Department for Education, Department or the DfE	means the Secretary of State for Education, of Sanctuary Buildings, 20 Great Smith Street, London, SW1P 3BT; acting as part of the Crown through his/her representatives in the Department for Education.
Disadvantaged Areas	means schools that have at least 40% of their pupils eligible for Pupil Premium.
Early Years	means the learning, development and care of a child from birth to 5 years old.
Eligible Providers	means Provider or Supplier that has met the criteria to deliver Call Off Contracts for the purpose of this Procurement. For the purposes of Set Up funding an 'Eligible' Provider is any organisation that has not previously received funding for the defined activity outlined in the Call Off Contracts via the 2021 and 2022 NPQ cohorts and is utilising programme content that has not previously been approved via the Department's content approval process. For the avoidance of doubt the

	eligibility only applies to Lot 2 and all successful providers will be eligible for Set Up funding under Lot 3.
Eligible School(s) ⁵	means Schools who are eligible for DfE funding as detailed in Table 24.
eTendering Portal or Portal	means the online Tender management and administration system used by the Department.
External Body	means organisations appointed by the Department to undertake a function.
February Cohort	means the group of Participants recruited by Providers and their Delivery Partners to commence study of the programmes in February.
Final Score	means the Quality Score will be added to the Price Score to determine the final score for each Potential Provider.
Formative Assessment	means use evidence of student learning to adapt teaching and learning, and instruction, to meet a student's needs. It is generally used to inform future learning or teaching. ⁶
Framework Agreement or Framework	means the contractually binding terms and conditions entered into between the Department and the Providers.
Further Competition	means a competitive procedure for awarding Call Off Contracts under the Framework.
Future Services	means services to strengthen leadership across the sector and to support teacher development objectives. Such as, but not limited to future NPQs.
FVRAT	means Financial Viability and Risk Assessment Tool referenced as Document 3a.
GCSE	means General Certificate of Secondary Education.
General Data Protection Regulation (GDPR)	means the General Data Protection Regulation 2016/679.
Group	means in relation to a company, that company, any subsidiary or holding company from time to time of that company, and any subsidiary from time to time of a holding company of that company. Holding company and subsidiary shall mean a "holding company" and "subsidiary" that latter term being defined in section 1159 of the Companies Act 2006.
Group of Economic Operators	means a group of economic operators acting jointly and severally to provide the Services.
Guarantee	means a deed of guarantee in favour of the Department.
Guarantor	means any person acceptable to the Department to give a Guarantee.
Independent Evaluation	means the process by which the Department will facilitate an unbiased assessment of the initiative, whether that be focussed on the process of delivering the NPQs or the impact of the policy, or both.
Independent Evaluator	means any person or organisation that has been authorised by the Department to conduct Independent Evaluation of the NPQs.
Landing Page	means the section of the Providers website publicly accessible, that provides schools and Participants with thorough information on their NPQ provisions and outlines how to register.
Lead Member	means the member of the Group of Economic Operators who is authorised in writing by each of the other members to that Group of Economic Operators to provide the Tender (including the responses to the Selection Questionnaire and the Award Questionnaire).
Lead Provider	means a Potential Provider that is relying on the capability and/or experience of one or more Sub-Contractor in its Tender to demonstrate the Potential Provider's ability to provide the Services.
Light Touch Regime	means the specific rules for certain service Contracts as defined by regulation 74 – 77 of the Public Contracts Regulations 2015.
Literacy	means the ability to read, write and speak fluently, and in a way that allows us to communicate effectively and understand the world.
Lots	means the four groups of Services which comprise this Framework as set out at paragraph 1.8 of Document 1.
Management Information or MI	means the information and data collated by the Provider to evidence performance against the various Milestones and performance measures defined in the Service Specification, Framework Agreement and/or Call

	Off Contract, and submitted to the Department in the requested format.
Marking Scheme	means the range of marks that may be given to a Potential Provider by the Department according to Document 3 - Selection Questionnaire, and Document 4 - Award Questionnaire, and relevant Evaluation Guidance.
Maximum Score Available	means the maximum potential score (weighting) that can be awarded for a response to a question as set out in paragraph 11.3 of Document 1.
Milestone	means an activity, or series of activities or tasks or deliverables associated with the delivery of the Service that the Provider is required to meet, achieve, complete or deliver by a stated date.
Milestone Date	means the date by which the Provider shall achieve the related Milestone.
Milestone Payment	means a payment made to the Provider for meeting a Milestone.
Minimum Quality Threshold	means the minimum requirements required to progress to the Price Evaluation stage as described in paragraph 11.5.1 of Document 1.
New Head Teachers	means Head Teachers eligible for the Early Headship Coaching Offer for New Head Teachers.
Early Headship Coaching Offer	means the Early Headship Coaching Offer for New Head Teachers as described in section 6C paragraph 4 of the Service Requirements.
NPQs	means the reformed suite of National Professional Qualifications.
Order Book	means the document which is used for the purpose of calculating a Provider's Financial Growth Limiter (FGL) and for submitting additional information to support an upward increase to the FGL.
Output Payment	means the price the Department will pay per output achieved.
Participant	means for NPQ a teacher, new head teacher, leader, head teacher or person who undergoes an NPQ and or the New Head Teacher Support Offer. For the purposes of this document this also refers to those without QTS.
Participant Data	means personal data of the Participant such as TRN, name and email. This is collected to allow for data matching against other databases such as the School Workforce Census (for analysis and evaluation) as well as DQT (for verification and evaluation).
PCR 2015	means the Public Contracts Regulations 2015.
Potential Provider	means organisations participating in this Procurement.
Price Per Participant	means the price paid for each Participant that undertakes an NPQ or NRO service.
Price Score	means the score awarded to a Potential Provider at the conclusion of the Price Evaluation process calculated in accordance with paragraph 11.8 of Document 1.
Pricing Schedule	means the form accessed via Jaggaer in which Potential Providers are required to submit their pricing information as part of a Tender.
Procurement	means the process used to establish a Contract that facilitates the supply of the Services to the Department as described in the Contract Notice.
Provider	means an organisation that has submitted a Tender which is accepted by the Department and awarded a place on the Framework.
Provider's Digital Platform	means the information and communications technology systems and software used by the Provider in supplying the Services, including the Provider's hosted website or webpages (relevant to the services), mobile app, the commercial off the shelf software, the Provider's equipment, configuration and management utilities, calibration and testing tools and related cabling.
Pupil Premium	means additional funding for schools to improve the attainment of disadvantaged children.
Quality Assurance Function	means the External Body appointed by the Department to monitor quality assurance delivery in accordance with section 1 paragraph 12 of the Specification.

Quality Evaluation	means the qualitative evaluation of a Tender undertaken during the Award Stage.
Quality Score	means the score awarded to a Potential Provider at the conclusion of the Quality Evaluation process calculated in accordance with paragraph 11.6.4 of Document 1.
Quotation	means the Provider's offer to undertake a Call Off Contract.
Quotation Procedure	means the procedure set out in Schedule 4 of Document 6 – Framework Agreement.
Regulations	means the Public Contracts Regulations 2015 http://www.legislation.gov.uk/ukxi/2015/102/contents/made and the Public Contracts (Scotland) Regulations 2012, as amended from time to time; http://www.legislation.gov.uk/ssi/2012/88/pdfs/ssi_20120088_en.pdf
Remote	means Local Authority Districts with the fewest schools per hectare and identified in the top 20% most sparse.
SATs	means Standard Attainment Tests.
School or Schools	means those schools or organisations that can access the Services of this Framework through either Part A or Part B.
Selection Questionnaire	means the selection questionnaire set out in the eTendering Portal.
Selection Stage	has the meaning in paragraph 8.1.2 of Document 1.
October Cohort	means the group of Participants recruited by Providers and their Delivery Partners to commence study of the programmes in October.
Services and Service Requirements	means the services that may be provided by Potential Providers, as set out in Document 2 – Section 6A: NPQ Service Requirements, and Section 6C: NPQ Specific Service Requirements.
Service Fee	means for NPQ a monthly fee paid per NPQ with effect from the Cohort Commencement as detailed in section 6C paragraph 10 of the Service Requirements.
Service Proposal	means the Providers call off submission including all the relevant documents as set out in Schedule 11 of the Framework Agreement.
Set Up Call Off	means the Call Off Contract under which the Provider is required to deliver the services summarised in Sections 2 - 4 in the Summary Service Requirements.
Set Up Implementation Plan	means the plan that submitted in the Provider's Tender that they will be required to deliver if they are awarded a Set Up Call Off Contract.
Small Medium Enterprise or SME	means an economic organisation falling within the category of micro, small and medium sized enterprises defined by the Commission Recommendation of 6 May 2003; See also http://ec.europa.eu/growth/smes
SSQ Qualification Envelope	means the area within in Jaggaer where a Potential Provider can submit their completed SSQ Response and other associated documentation required as part of responding to the SSQ.
Standstill Period	has the meaning as set out in paragraph 12.5 of Document 1.
Sub-Contractor	means a third party which: a. provides the Services (or any part of them); b. provides facilities or Services necessary for the provision of the Services (or any part of them); and/or c. is responsible for the management, direction or control of the Services (or any part of them); pursuant to any Contract or agreement (or proposed Contract or agreement), other than the Contract.
Summative Assessment	'Summative' assessment is a term usually used to describe assessment carried out at the end of a period of learning. It looks back and indicates what the students have learnt, usually measured formally against clearly defined standards.
Teachers' Standards	means the minimum requirements for teachers' practice and conduct as detailed at https://www.gov.uk/government/publications/teachers-standards ;

Technical Envelope	means the area within Jaggaer where the Potential Provider can submit their Quality Submission.
TRN	means Teacher Reference Number.
User Digital Platform	means a digital platform that the Department may require Provider to develop, host and maintain in place of the Central Digital Platform that is described in section 6A paragraph 8.5 of the Service Requirements.
VAT	means Value Added Tax in accordance with the provisions of the Value Added Tax Act 1994.
Year 1 Call Off	means the Call Off Contract awarded in the first year of delivery (22-23).

Cohort Specific Requirements (from the Cohort Brief)

Cohort Requirement

Service Specification Variations/Clarifications

2.1.1 Providers may identify exceptional circumstances where the face-to-face requirements are prohibitive to engagement in NPQs, for example, for participants in remote geographical areas. Providers are required to seek approval from the Department for any delivery arrangements for small cohorts that would not meet the minimum face-to-face hours, up to and including fully online delivery. Minimum synchronous and minimum overall hours are still required. The minimum hours of the course is 85 hours. This includes using self-study materials and completing Formative Assessments, but does not include personal revision time for the Summative Assessment. As is the case with other NPQs, providers can deliver in excess of these minimum hours.

Management Information

2.1.2 The Management Information (MI) requirements remain as set out in the Service Specification and Call Off Contract. The Department will agree individual MI plans with each Contractor during the mobilisation period.

2.1.3 Not used

Quality Assurance

2.1.4 Ofsted commenced their role as the Department's Quality Assurance agent during 2022 2022 National Professional Qualification Framework Agreement – Lot 4 Further Competition 5 and the NPQ for SENCOs will be subject to the NPQ Inspection Framework as per Schedule 8 of the Call Off Contract.

2.1.5 As part of the Department's commitment to supporting Providers with the continuous improvement of their NPQ programmes, the Department will be running yearly reviews in which any proposed changes to materials will be reviewed to ascertain their continued fidelity to the content framework. Where the Department requires Providers to make any amendments to its programme as a result of the content review activity it will adopt the Quality Assurance 'Service Improvements' process as set out in paragraph 3 of Schedule 8 of the Call Off Contract.

Digital Requirement

2.1.6 Providers need to ensure they maintain their ongoing engagement with the Departments Digital Team and continue to work in an agile manner with the ongoing maintenance and development work. Any specific activity and milestones on the digital requirement will be agreed with the Digital Team.

Summary of requirements under the Set Up and Design Call Off:

2.2 Providers awarded a Call off Contract under this Call off Process shall:

2.2.1 ensure their resources (and Sub-Contractors) possess the SEND specific expertise to enable the Contractor to deliver the services in accordance with the Service Requirements;

2.2.2 ensure that the curricula and content it designs includes all the knowledge and skills outlined in the NPQ for SENCOs Content Framework, and enables SENCOs to understand and effectively perform their role in accordance with the statutory system and SEND Code of Practice;

2.2.3 meet the Milestones set and submit content and other materials in accordance with the Content Quality Review and Submission requirements set out in Annex 2 of this document;

2.2.4 develop a total of 8 case studies to be used as part of Summative Assessments; and

2.2.5 update their User Digital Platform to enable it to host the NPQ for SENCOs and establish integration with the Department's digital platform through the most recent version of the API.

SCHEDULE 1: PART 2 – THE CONTRACTOR’S SOLUTION

1.



SCHEDULE 2: PART 1 – PRICING

1. Definitions

1.1. In this Schedule, the following terms shall have the meanings set out below:

“Charges”	means the fees payable by the Department for the performance of the Services by the Contractor as set out in Tables 4-9.
“Output”	means the successful completion of specific deliverables per Participant or per case study.
“Output Payment”	means the price the Department will pay the Contractor per Output achieved in accordance with paragraph 12.1.
“Paragraph”	means a paragraph of this Schedule 2: Part 1 unless expressly indicated to the contrary.
“Price Per Participant”	means the price set per Participant for each NPQ Lots 2, 3 and 4 in the Pricing Schedule.
“Pricing Schedule”	means the pricing breakdown submitted by the Contractor with their Quotation for this Call Off Contract.
“Service Fee”	means a monthly fee paid per NPQ with effect from the following month after the Cohort Commencement Date calculated in accordance with paragraph 11.2 and 11.3 of section 11.
“Total Contract Value”	means the total value of the Services to be delivered under this Call Off Contract. The Total Contract Value is stated in the table at Annex 2 and detailed in the Contractors Pricing Schedule included at Annex 2.
“TRN”	means Teacher Reference Number.

2. General

- 2.1. The Department shall pay the Contractor the Charges as set out in Annex 2 for delivery of the Services, based on costs as agreed in line with the submitted Pricing Schedule, subject to satisfying the Department's payment conditions for the delivery of Services. These include satisfactorily meeting the KPIs, Service Levels and Performance Management, as set out in Part 2 of this Schedule 2 (Performance Measures).
- 2.2. The Charges are inclusive of all expenses incurred by the Contractor in relation to its provision of the Services and unless agreed otherwise in writing between the Contractor and the Department, the Contractor shall not be entitled to claim any expenses in addition to the Charges.
- 2.3. Indexation shall not apply to the Charges.
- 2.4. Invoices shall be submitted on or before the 25th day of each month following the month in respect to which the invoice relates, except for the first Service Fee payment as set out in Paragraph 11.1. For Output Payments, the Contractor must provide supporting evidence that the Output has been completed in the form of a valid Declaration for each participant. The Declarations provided will be validated and verified by the Department and subject to audit.
- 2.5. At any time during the Contract Period (including, for the avoidance of doubt, at any time before and/or after payment by the Department to the Contractor) the Department shall be entitled to validate any claim for payment made by the Contractor. At all times the Contractor shall provide all necessary assistance as requested by the Department (including without limitation, procuring the consent of Participants) to enable the Department to validate any claim for payment made by the Contractor.

3. Charges to Participants

- 3.1. Neither the Contractor nor its Agents or Sub-Contractors shall levy any charge on Participants except as expressly permitted in advance and in writing by the Department (at its sole discretion).

4. Charges to Schools (School Contribution)

- 4.1. Neither the Contractor nor its Agents or Sub-Contractors shall levy any charge on a School except where expressly agreed in advance and in writing by the Department (at its sole discretion). For the avoidance of doubt, Schools can be charged under a Part B (School Funded NPQ) Call Off Contract that they place an Order for.

5. Recovery of Sums Due

- 5.1. Whenever under the Contract any sum of money is recoverable from the Contractor, or payable by the Contractor (including any sum which the Contractor is liable to pay to the Department in respect of any breach of the Contract), the Department may set off the sum from any sum due, or which at any later time may become any other agreement or contract with the Department or the Crown.
- 5.2. Any overpayment by either Party, whether of the Charges or of VAT or otherwise shall be the sum of money recoverable by the Party who made the overpayment from the Party in receipt of the overpayment.
- 5.3. The Contractor shall make any payments due to the Department without any deductions whether by way of offset, counterclaim, discount, abatement or otherwise unless the Contractor has a valid court order requiring an amount equal to such deduction to be paid by Department to the Contractor.
- 5.4. All payments due shall be made within a 28 days once agreed between the Parties that a sum of money is recoverable, unless otherwise specified in the Contract, in cleared funds, to such bank or building society as the recipient Party may from time to time direct.
- 5.5. If the Contractor does not meet Milestones included in their Set Up Call Off Contract, the Department reserves the right to recover any Set Up Costs they have been paid under this Call Off Contract. The agreed sum of Set Up Costs will be recovered via a credit note submitted by the Contractor to the Department.

6. Disputed Claims

- 6.1. Notwithstanding paragraph 2.5 of this Schedule 2, payment by the Department of all or any part of any Charges rendered or other claim for payment by the Contractor shall not signify approval. The Department reserves the right to verify Charges after the date of payment and subsequently to recover any sums, which have been overpaid.
- 6.2. If any part of a claim rendered by the Contractor is disputed or subject to question by the Department either before or after payment then, upon request, the Contractor shall provide such further documentary and oral evidence as the Department may reasonably require to verify its liability to pay the amount which is disputed or subject to question and the Contractor shall promptly provide such evidence in a form satisfactory to the Department.
- 6.3. If any part of a claim rendered by the Contractor is disputed or subject to question by the Department, the Department shall not withhold payment of the remainder.
- 6.4. If any fee rendered by the Contractor is paid but any part of it is disputed or subject to question by the Department and such part is subsequently agreed or determined not to have been properly payable then the Contractor shall forthwith repay such part to the Department.
- 6.5. The Department shall be entitled to deduct from sums due to the Contractor by way of offset any amounts owed to it or which are in dispute or subject to question either in respect of the fee for which payment is being made or any previous fee.

7. Adjustment of the Charges

- 7.1. The Charges may only be varied by means of a Contract Change Notice, and in accordance with the provisions of this Contract.
- 7.2. The Department reserves the right to adjust the monthly Service Fee in the following circumstances:
- 7.2.1. NOT USED.
- 7.2.2. If the Contractor fails to recruit at least 75% of the Minimum Delivery Target (based on Start Declarations).

- 7.3. In the circumstances set out in paragraph 7.2.1 if the Department decides to adjust the monthly Service Fee due to a negative impact on the quality of services delivered the Department will use Open Book Data to validate the actual costs incurred by the Contractor and adjust the Charges accordingly via a Contract Change Notice.
- 7.4. In the circumstances set out in paragraph 7.2.2, if the Department decides to adjust the monthly Service Fee due to a negative impact on the number of Participants recruited, the Department will use open book costing methodology to validate the costs incurred by the Contractor and adjust the Charges as set out in paragraph 11.7 in Annex 1 of this Schedule.

8. Financial Reporting and Audit

- 8.1. The Contractor shall keep or cause to be kept full and proper books of account in relation to the provision of the Services, and the entries made therein, shall be kept up-to-date at all times and shall include all such matters and things which are usually entered in books of account in the United Kingdom kept by persons or companies engaged in concerns of a similar nature in accordance with best accountancy practices.
- 8.2. Such books of account, invoices, charge out rates, time sheets, or other time recording documents kept by the Contractor in connection with the provision of the Services and all receipts, invoices, orders, contractual documentation and other documentation relating to the Services to which the Supplier is a Party ("**Open Book Data**") shall be open to inspection by the Department or any persons appointed to act on the Department's behalf at any reasonable time having made prior appointment with the Contractor. The Department shall be entitled to ask for a copy of the Open Book Data or any part thereof which (subject to the prior payment of the Contractor's reasonable copying and administrative charges) the Contractor shall provide within 10 Workings Days of the Department's written request.
- 8.3. If the Department reasonably considers the Open Book Data does not accurately represent and detail sums relating to this Agreement and the Services, then the Contractor shall provide the Department with documentary evidence relating to such sums and contractual obligations.
- 8.4. During the Contract Period, and for a period of seven (7) years following the end of the Contract Period, the Contractor shall:
- (a) maintain and retain the Open Book Data; and
 - (b) disclose and allow the Department and/or the auditor (whether internal or external) of the Department access to the Open Book Data.
- 8.5. The Contractor shall provide, during the Contract Period, bi-annual updates to the Cohort Pricing Schedule that compares the forecast to the actual costs incurred. The Contractor will also supply a bi-annual profile of deployed FTE for the Cohort duration, which is updated for actuals every month and submitted to the Department. The first bi-annual update will be required at the end of 2024 and then at six (6) months intervals after that point.
- 8.6. The Contractor shall co-operate fully and in a timely manner with any reasonable request from time to time of the Department or any Audit Agents and at the expense of the Contractor to provide documents, or to procure the provision of documents, relating to this Contract, and to provide, or to procure the provision of, any oral or written explanation relating to the same.
- 8.7. The Contractor shall instruct its external auditor to provide reasonable co-operation with the Audit Agents for the purposes of verifying financial information.
- 8.8. The Department shall during each audit comply with those security, sites, systems and facilities operating procedures of the Contractor that the Department deems reasonable and use its reasonable endeavours to ensure that the conduct of each audit does not unreasonably disrupt the Contractor or delay the provision of the Services.

ANNEX 1 TO SCHEDULE 2: PART 1 – PAYMENT PROCESS

9. General

- 9.1. The Charges payable to the Contractor by the Department shall consist of:
 - 9.1.1. Not used.
 - 9.1.2. Not used.
 - 9.1.3. Not used.
 - 9.1.4. Payment Milestones.
 - 9.1.5. The Department shall review the Charges payable at the point of undertaking a Further Competition. All subject to and in accordance with the provisions of this Contract.

10. Price Per Participant – Not used.

11. Not used.

12. Not used.

13. Not used.

14. Not used

15. Pricing of Variations

- 15.1. The provisions of this paragraph 15 shall apply to the pricing of any Variation (or proposed Variation) and the calculation of any change to the Charges consequent upon a Variation (or proposed Variation).
- 15.2. The Parties acknowledge that a Variation or proposed Variation may have an impact on the Charges in one or more of the following ways:
 - 15.2.1. One-off cost, in which case paragraph 15.5 shall apply.
 - 15.2.2. Subject to the Contractor's obligation to mitigate increases in the Charges, a Process Variation may result in an amendment to the Charges, in which case paragraph 15.6 shall apply.
 - 15.2.3. The cost of any up-front investment by the Contractor in order to achieve a Variation as set out in paragraph 15.2.2, in which case paragraph 15.12 shall apply.
- 15.3. In any of the cases referred to in paragraphs 15.2.1 to 15.2.3 above, and without prejudice to paragraph 15.4, the Contractor shall use the Pricing Schedule provided by the Department to demonstrate and justify any claim for additional or reduced Charges arising as a result of any proposed Variation.
- 15.4. Where a Variation is requested by either Party under the Change Control Procedure then, subject to the terms of the Change Control Procedure, the Contractor shall at its own cost prepare, populate and submit for the Department's approval a specific version of the Pricing Schedule demonstrating the impact of the proposed Variation which shall:
 - 15.4.1. Be based on and reflect the principles of the Pricing Schedule, having regard to any assumptions stated in the Pricing Schedule which affect the Charges;
 - 15.4.2. Include estimated volumes of each type of resource to be employed and the applicable average annual salary for resource employed specified in the Pricing Schedule;
 - 15.4.3. Include full disclosure of any assumptions underlying such a quotation. The Department reserves the right to request further clarity around these assumptions and the underlying calculations until it is satisfied as to their validity; and
 - 15.4.4. Include evidence of the cost of any assets required for the Variation.
- 15.5. Where paragraph 15.2.1 applies:

- 15.5.1. The Contractor shall be paid in full upon completion, or by an agreed Schedule of milestone payments (both payment options subject to meeting specified acceptance criteria agreed at the outset); and
- 15.5.2. The Department shall issue a separate purchase order and the Contractor shall raise a separate invoice or credit note in respect of the one-off cost.
- 15.6. Where paragraph 15.2.2 applies:
 - 15.6.1. Any necessary changes to the Charges shall be effected by means of changes to the relevant Price Per Participant, Service Fee and/or Output Payments set out in Tables 4-9 of this Schedule; and
 - 15.6.2. Any necessary changes to the Charges will be in accordance with the original requirements for the completion of the Pricing Schedule as set out in the Invitation to Tender, for example the maximum cap on Service Fee will still apply.
- 15.7. The Charges shall not be adjusted more than on a bi-annual basis. The date any Charges adjustment ("Price Adjustment Effective Date") takes effect shall be at the start of the six (6) month period immediately following implementation of the Variation in question. For example, where a Process Variation is implemented during the month of September in a Contract Year; the relevant Charges shall be adjusted with effect from 1 January in that Contract Year. If there are several adjustments in one six (6) month period, these will be aggregated to make one adjustment at the start of the next six (6) month period.
- 15.8. The Department shall provide the Contractor with a revised copy of the relevant Tables of this Schedule by the date any such Variation takes effect (1 January, 1 April, 1 July, 1 October).
- 15.9. A Process Variation shall be implemented timeously, and such implementation shall not await the Price Adjustment Effective Date.
- 15.10. If a Process Variation is implemented and there is a demonstrable financial loss to a Party due to the relevant Charges not being adjusted until the Price Adjustment Effective Date (first day of next quarter), then the Party impacted in this way can seek recovery of the amount due in the following manner:
 - 15.10.1. if it is the Contractor, by submitting a separate invoice and supporting documentation; or
 - 15.10.2. if it is the Department, by issuing a credit note request and supporting documentation.
- 15.11. Any request to seek recovery of such an amount must be submitted within three (3) months of the Price Adjustment Effective Date.
- 15.12. Where paragraph 15.2.3 applies, the Process Variation element shall be dealt with in accordance with paragraph 15.6 above and any up-front investment required to implement such a Process Variation shall itself be dealt with through an adjustment to the relevant Charges under paragraph 15.6 above or treated as a one-off cost in accordance with paragraph 15.5 above.
- 15.13. Following implementation of a Variation, the Department shall make any necessary consequential changes and/or updates to Table 4-10 of this Schedule 2: Part 1.
- 16. Not used.**
- 17. Payment Milestones for Set Up**
 - 17.1 The Charges payable for set-up funding to cover programme mobilisation and design costs associated with the NPQ for SENCOs will be payable upon completion of each Milestone, as set out in ANNEX 2 TO SCHEDULE 2: PART 1 below, and the Contractor shall provide evidence to prove the Payment Milestone has been achieved and the details of the costs incurred.
 - 17.2 If the Contractor fails to meet any Milestone, any Charges paid by the Department may be subject to recovery.

17.3 The Charges are inclusive of all expenses incurred by the Contractor in relation to the cost of programme mobilisation and design associated with the NPQ for SENCOS. the Contractor shall not be entitled to claim any expenses in addition to the Charges.

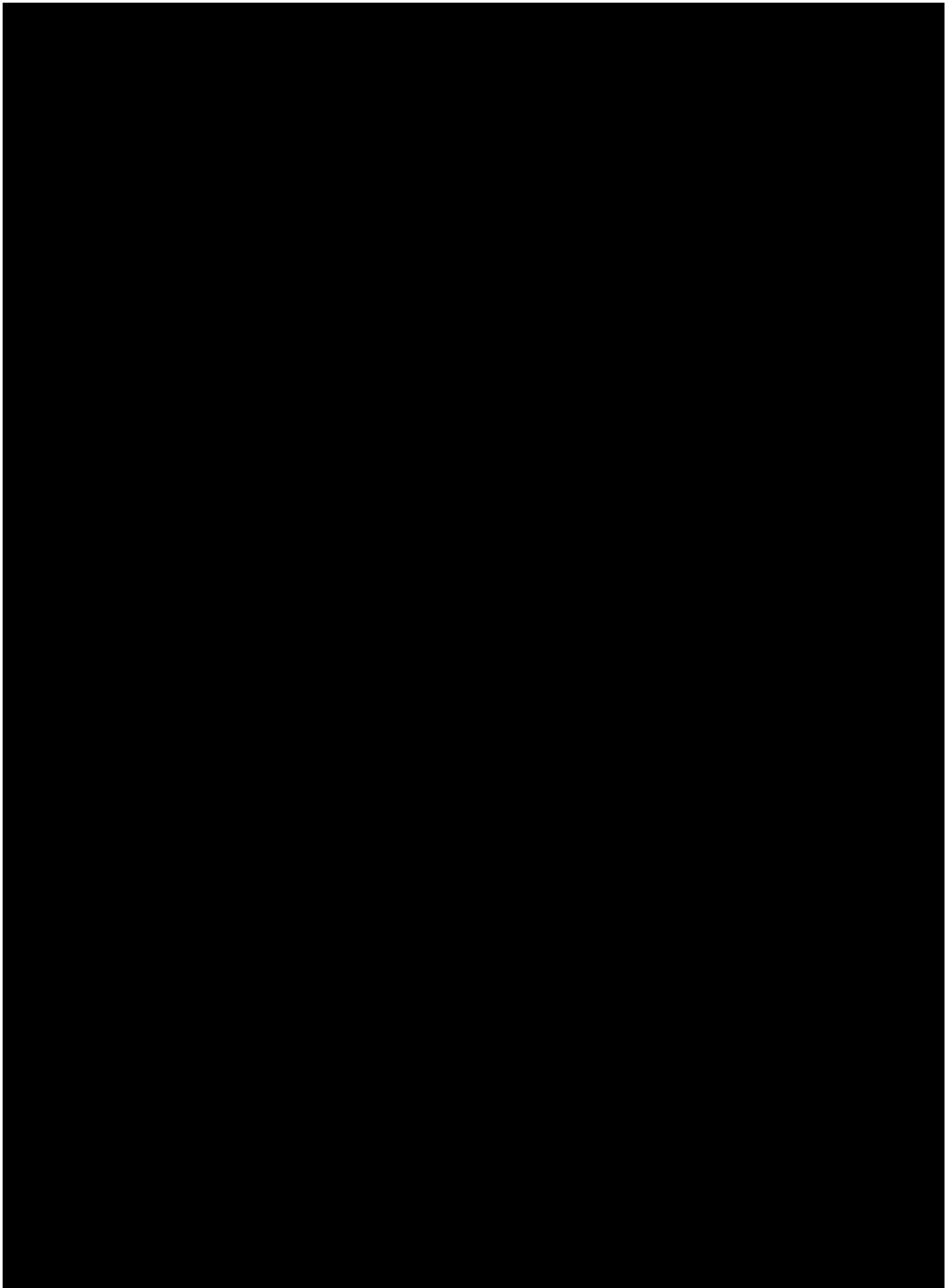
17.4 Indexation shall not apply to the Payment Milestones.

17.5 The Contractor must provide supporting evidence that the Payment Milestone has been completed in the form of confirmation through either a Management Information return, submission of materials produced, or submission of other such evidence required by the Department to evidence the Contractor has achieved the Payment Milestone. Dates indicative and subject to final confirmation at Call Off award.

ANNEX 2 TO SCHEDULE 2: PART 1 – Payment Milestones.

1. Set Up Costs

1.1



- 1.2. Set Up costs are restricted to costs related to the following activities in respect of the NPQ for SENCO programme only:
 - (a) deliver the Contractor's Implementation Plan, as agreed with the Department;
 - (b) form partnerships with and manage Delivery Partners (where applicable);
 - (c) design the NPQ Summative Assessment for the NPQ for SENCO, and produce assessment materials to be utilised across the Framework Agreement;
 - (d) design the curriculum content for the NPQ for SENCO, including Formative Assessment;
 - (e) develop a User Digital Platform that establishes and maintains integration with the Department's digital platform;
 - (f) attract, assess, and recruit Participants.
- 1.3. All other costs not listed in paragraph 1.2 will not be eligible for reimbursement as part of the Set Up Milestone Reimbursement Payments.
- 1.4. To receive a Milestone Reimbursement Payment for the relevant milestone, the Contractor must provide evidence to the Department that the milestone has been achieved and completed. Only when the evidence has been submitted and verified by the Department will payment be made. Once evidence has been verified that the milestone has been achieved, an invoice for the Milestone Reimbursement Payment must be submitted within 28 days.
- 1.5. If a Contractor fails to achieve a milestone by the deadline, the Contractor will not be eligible to claim the relevant Milestone Reimbursement Payment, unless agreed by the Department to extend the date for that Milestone via a Change Control Procedure. The Contractor may then invoice for the relevant Milestone Reimbursement Payment when the Milestone is verified as being achieved by the Department.
- 1.6. If the Contractor does not complete Milestone 1, they will not be eligible to receive Milestone Reimbursement Payments for any subsequent Milestones until Milestone 1 is complete and verified by the Department.
- 1.7. If the Contractor does not complete Milestone 2, they will not be eligible to receive a Milestone Reimbursement Payment for Milestone 5 until the curriculum content for Year 1 under Milestone 2 is completed.
- 1.8. Failure to achieve Milestone 2 by the Milestone Date is a Serious Breach which cannot be remedied.

2. Content Quality Review and Submission

- 2.1 Delivery of curriculum content for the NPQ is subject to review and sign-off by the Department and/or its External Bodies in accordance with the review process as set out in the National Professional Qualifications Framework 2022, section 5.
- 2.2 Following successful quality review and content development, Providers shall submit all content developed to the Department in line with the Milestone Payment reimbursement plan as set out in Schedule 2 of the Call Off Contract.
- 2.3 The Department will notify the Provider which section(s) of the Content Framework will be tested in the quality assurance review in accordance with a schedule sent to the Provider prior to the start of the formal review. The Provider shall share relevant curriculum content (including Formative Assessment materials) that demonstrates delivery of the section(s) as specified, and one or more Summative Assessment case studies and mark schemes if required. All materials must have been proofread to a professional standard. The Department recognises that content related to a section of the Content Framework may not be taught sequentially; therefore, Providers will be required to submit supporting explanatory notes (including a sequence tracker proper to the start of the review setting out how the statements from each section of the Content Framework will be covered) to assist the quality review. Providers will be required to have ensured that content is legally accurate prior to submission to The Department.

- 2.4 The Department and/or its External Bodies will appraise the sample curriculum content against quality thresholds and will assess whether it sufficiently demonstrates delivery of specified sections of the Content Framework and compliance with assessment requirements.
- 2.5 Outcomes of the first quality assurance process by the Department and/or its External Bodies will be communicated to the Provider by August 2024 (exact date to be clarified at Contract Award). Where the curriculum content has met expectations, the Provider will be able to develop further content and will be permitted to commence delivery of the content to participants from October 2024. Where curriculum content falls below expectations, the Provider will be required to respond promptly to feedback and provide adequate reassurance, to the reasonable satisfaction of the Department, before delivery can commence. If the revised content also falls below expectations, the Department reserves the right to postpone the Provider's commencement of delivery until the April 2025 cohort, or immediately terminate the Call Off Contract and seek to recover any set up costs previously paid. The Department will work with Providers to manage the associated impact to enrolled participants in this scenario. The Department will have final sign-off on materials being delivered as part of any Call Off Contract awarded to the Provider.
- 2.6 The Department reserves the right to request further sample curriculum content and assessment materials for quality assurance from July 2024. Accordingly, the associated Milestone Payment is subject to Department satisfaction and sign-off.
- 2.7 Any second review will follow the same process as set out in section 6C, paragraphs 5.4 and 5.5 of the NPQ Framework Service Requirements. Again, the Department will notify the Provider which section(s) of the Content Framework will be tested in accordance with a schedule sent to the Provider prior to this second review period.
- 2.8 Outcomes of a second review by the Department and/or its External Bodies will be communicated to the Provider by October 2024 (exact date to be clarified at Contract Award). Where the curriculum content has met expectations, the Provider will be able to conclude content development under the Call-off and will be permitted to deliver content across future delivery Call Off, without further planned content quality reviews by the Department. Where curriculum content falls below expectations, the Provider will be required to respond to feedback promptly and provide adequate reassurance before delivery under a Call-off Contract awarded for the 2024/25 cohorts can commence. If the revised content also falls below expectations, the Department reserves the 2022 National Professional Qualification Framework Agreement – Lot 4 Further Competition 9 right to immediately terminate the Call-off Contract and seek to recover any set up costs previously paid. The Department will work with Providers to manage the associated impact to enrolled participants in this scenario. The Department will have final sign-off on materials being delivered as part of any Cal-off Contract awarded to the Provider.
- 2.9 If the Provider fails to achieve any of the Milestones set out in the table above, the Provider will be subject to measures set out in Schedule 7 Part 2 of the Call-off Contract.

SCHEDULE 2: PART 2 – PERFORMANCE

In this section the words below have the following meaning:

“Department Reporting Template”	means the Department’s spreadsheet that will be shared with Contractors post award which will need to be submitted by the 25th of each month.
“Improvement Plan”	means a plan for improvement that the Department can request from the Contractor within ten (10) Working Days in the event of failure.
“KPI”	means the Key Performance Indicators as set out in Annex of this Schedule.
“Performance Management”	means how the Department will measure the Contractor’s performance and progress against the Service Specification (Schedule 1: Part 1), the Contractors Solution (Schedule 1: Part 2), the Implementation Plan (Schedule 7), and Pricing (Annex 1 of Schedule 2: Part 1).
“Performance Manager”	means the person the Contractor will appoint to ensure that the Contract is delivered as specified in the Contract and that Service Levels, Minimum Targets and KPIs are achieved.
“Reporting Period”	means the reporting period that occurs every calendar month from 25th of each month to the 24th of the following month and will commence on the Contract Commencement Date.
“Service Credits”	means the service credits as set out in Table 17 of this Schedule.
“Service Level”	means the Service Levels as set out in Table 16 of this Schedule by which the Contractor’s performance will be measured.

1. SERVICE LEVELS AND KPIS

- 1.1. This section sets out the Service Levels and Key Performance Indicators (KPIs) against which the Parties shall measure the Contractor’s performance.
- 1.2. The objective of the Service Levels and KPIs is to:
 - 1.2.1. ensure that the Services are of a consistently high quality and meet the requirements of the Department;
 - 1.2.2. provide a mechanism whereby the Department can attain meaningful recognition of inconvenience and/or loss resulting from the Contractor's failure to deliver the Services; and
 - 1.2.3. incentivise the Contractor to meet the performance standards and to remedy any failure to meet the required standards expeditiously.

Service Levels

- 1.3. The Contractor shall ensure compliance with the Service Levels listed in Table 16 (Service Levels).
- 1.4. The Contractor and the Department shall monitor the Contractor’s performance against each of the Service Levels listed in Table 16 (Service Levels).
- 1.5. The Contractor shall complete and return the monthly Department Reporting Template outlining performance against the Service Levels to date and confirm whether they have been achieved.

- 1.6. If the Contractor fails to meet any one Service Level in any Reporting Period, the Department reserves the right to apply a Service Credit and take action in line with paragraphs 2.11 to 2.15 (Consequence of Service Failure).
- 1.7. Service Levels are set out in Table 16 below:

Table 16 Service Levels			
Subject	Ref	Service Level	Level to be Achieved
Reporting and Meetings	RM1	Submit to the Department a completed monthly contract management report by the twenty-fifth (25th) of each month using the template provided by the Department.	Submit 100% of monthly contract reports to the Department by 25th of each month.
	RM2	Attend monthly contract management meetings.	100% excluding unavoidable events which prevent attendance.
Administration / Communication	C1	Provide a meaningful response to one hundred per cent (100%) of queries raised by the Department or Service Users and correspondence within three (3) Working Days from the date of receipt or within such other timescales for response as provided specifically for within the terms of the contract. In the event the query raised is complex the Contractor can request an extension of time, which will be subject to agreement by the Department.	100% of responses submitted within three Working Days.
Management Information	MI1	Submit accurate and complete data on Participant and School participation to the Department by the twenty-fifth (25th) of each month. Ensure the data submitted to the Department on this date is reflective of the number of Participants recruited onto the programme at that point in time.	100% of required monthly management information submitted by the 25 th of each month.
	MI2	Ensure that all data discrepancies identified by the Department are 100% accurately addressed ahead of the next submission of data. In most circumstances this should be within 28 days of notice.	Resolve 100% of discrepancies by next reporting deadline following notification from the Department.
Finance	F1	Ensure that valid invoices are submitted to the Department by the twenty-fifth (25th) of the month for the relevant Reporting Period.	100% of invoices to be submitted by 25 th of the month for the relevant Reporting Period.
	F2	Comply and respond to any requests for Open Book or financial validation data within ten (10) Working Days.	100% of responses made to requests for Open book or financial validation data made within 10 Working Days.
	F3	Ensure that all financial discrepancies identified by the Department are 100% accurately reconciled ahead of the next invoice period and any variances to invoicing values offset.	100% of financial discrepancies accurately reconciled and invoicing values offset by the next Reporting Period deadline following identification or notification of the discrepancy.

Appeals	AP 1	Delivery of an internal process to resolve appeals within three (3) months from the date submitted by the appellant.	100% of the internal processes as defined in the Contractors Appeals Policy to be undertaken within the three (3) month appeal window.
	AP 2	If unresolved within three (3) months from the date submitted by the appellant and all internal processes exhausted, a complete appeal bundle is to be sent to the Department and/or its designated External Body who will act as the final arbiter.	Refer 100% of unresolved appeals for arbitration on expiration of the three (3) month appeal window.
Records and questionnaires	RQ1	All satisfaction questionnaires shall be completed in full and returned to the Department within ten (10) Working Days from the date of completion, and any information requested by the Department shall be provided by the Contractor to the Department within five (5) Working Days from the date of the request.	95% of satisfaction questionnaires to be returned within 10 Working Days from the date of completion and submit 100% of information requested by the department within 5 Working Days.
Design and delivery	D1	Design and delivery of training programmes against the published NPQ Content Frameworks and the Service Requirements set out in the contract.	Meet 100% of Milestone Dates.
	D2	Design and delivery of training programmes against dates and milestones agreed in the Framework Implementation Plan and Call Off Delivery Plans.	Meet 100% of Milestone Dates.
	D3	Iteratively developing the training programme responding constructively to feedback from the Department and External Bodies and meeting deadlines for returning drafts.	Meet 100% of deadlines agreed.
Service Improvement	SI1	Develop a full Continuous Improvement Plan and report progress to the Department against agreed milestones.	Meet 100% of deadlines agreed.
	SI2	Cooperate with the requirements of the QA function by supplying information, facilitating visits, and otherwise supporting the implementation and ongoing work of the QA function.	Respond and comply with to 100% of QA function requirements and requests.
Digital	D1	Digital Service Levels are set out in Annex A of Schedule 1.	As set out in Schedule 1.

KPIs - Not used.

2. PERFORMANCE MANAGEMENT

- 2.1. The Department shall monitor the Contractor's performance and progress against the Service Specification (Schedule 1: Part 1), the Contractor's Solution (Schedule 1: Part 2), the Implementation Plan (Schedule 7), and Pricing (Annex 1 of Schedule 2: Part 1) within a Reporting Period and during performance review meetings. The Contractor shall cooperate with the Department in this regard and provide any information and evidence reasonably required by the Department within five (5) Working Days of a request being received.

- 2.2. The Contractor shall appoint a named Performance Manager who will cooperate with the Department to ensure that the Services are delivered as specified in the Contract and that Service Levels, Minimum Targets and KPIs are achieved.
- 2.3. The purpose of the performance review meetings is to encourage an open and regular dialogue between the Parties. The Parties shall review performance, discuss opportunities for continuous improvement, and address any complaints or persistent problems encountered.
- 2.4. Performance reviews shall be documented. The Contractor shall provide any information and data requested by the Department to facilitate the reviews and arrange, where necessary, access to any of Contractor Premises or delivery locations, including those operated by Sub-Contractors.
- 2.5. The Department may instruct the Contractor to take appropriate remedial action where the Department reasonably considers that the Implementation Plan and/or a Performance Improvement Plan is not being complied with, and the Contractor shall take such remedial action.
- 2.6. If there is a failure to achieve a Service Level, Minimum Target or KPI, the Contractor shall use all reasonable endeavours to immediately minimise the impact of any failure and to prevent such a failure from recurring.
- 2.7. The Contractor shall ensure that all systems and processes used for the monitoring and recording of performance are robust.

Contractor Management Information (MI) Requirements

- 2.8. The Department intends to design, build, host, and manage a central Digital Platform that Contractors can use to present online course content for Participants and collate Management Information from Contractors. For contingency purposes only the Department will require the Provider to collect Participant and School data using a spreadsheet developed by the Department (please refer to the management information and digital requirements as set out in the Service Specification for more detail).
- 2.9. The Contractor shall supply Management Information and Data relevant to the delivery of the Services to the Department, using formats and to timescales as detailed in the Specification or as are otherwise notified to the Contractor by the Department.
- 2.9A In addition to the provision of Management Information, the Contractor shall respond to and provide additional information (at no additional charge) relating to the provision of the Services as required by the Department from time to time.
- 2.10. The Department shall be entitled to amend the Reporting Period and format in respect of any or all Management Information or waive the requirement for any aspect of the Management Information to be reported upon by giving the Contractor not less than one (1) Months' notice in writing.

Consequence of Service Failure

- 2.11. With the exception of Service Levels for Recruitment, where the Service Failure is a result of the Contractor failing to meet any one Service Level by the dates set out in Table 16 of Schedule 2 Part 2 the Contractor must agree and implement a plan to rectify the Service Failure within agreed timescales. where the Service Failure is as a result of the Contractor failing to meet any one Service Level by the dates set out in Table 16 of Schedule 2 Part 2 for two consecutive Monthly Reporting Periods, and the Contractor has not addressed and resolved the Service Level failure within the time agreed between the Contractor and the Department, the Department will apply a Service Credit.
- 2.12. Where the Service Failure is as a result of the Contractor failing to meet one or more of Service Levels that relate to Recruitment by the dates set put in Table 16 of Schedule 2 Part 2, the Contractor must agree and implement a plan to rectify the Service Failure within agreed timescales. If the Contractor fails to address and resolve the Service Level Failure relating to Recruitment within the timescales agreed the Department may apply a Service Credit at its discretion.
- 2.13. Without prejudice to any other rights or remedies arising under this Contract, including under clause 10 (Termination) for material breach, if the Contractor incurs a Service Failure in any Relevant

Period, the Contractor acknowledges and agrees that the Department shall have the right to exercise (in its absolute and sole discretion) all or any of the following remedial actions:

- 2.13.1. The Department shall be entitled to require the Contractor, and the Contractor agrees to prepare and provide to the Department, a plan for improvement (an "Improvement Plan") within ten (10) Working Days of a written request by the Department for such Improvement Plan. Such Improvement Plan shall be subject to the Department's prior approval and the Contractor will be required to implement any approved Improvement Plan, as soon as reasonably practicable;
- 2.13.2. The Department shall be entitled to require the Contractor, and the Contractor agrees to attend, within a reasonable time one (1) or more meetings at the request of the Department in order to resolve the issues raised by the Department in its notice to the Contractor requesting such meetings;
- 2.13.3. The Department shall be entitled to serve a notice of improvement ("Improvement Notice") on the Contractor and the Contractor shall implement such requirements for improvement as set out in the Improvement Notice;
- 2.13.4. The Department shall be entitled to issue interim performance measures and/or milestones in order to monitor the Contractors implementation of any Improvement Plan or Improvement Notice;
- 2.13.5. If not already applied to the Service Failure prior to this point, apply a Service Credit.
- 2.14. In the event that the Department has, in its absolute and sole discretion, invoked one or more of the remedies set in paragraph 2.11 and 2.12 above the Department may suspend the Contractor from the Framework Agreement pending the Department being satisfied that the Contractor has;
 - 2.14.1. implemented the requirements for improvement set out in the Improvement Notice; and/or
 - 2.14.2. implemented an Improvement Plan approved by the Department; and/or
 - 2.14.3. met the interim performance measures and/or milestones.
- 2.15. Whether or not the Department has exercised its rights under pursuant to paragraph 2.13 in the event that the Department has, in its absolute and sole discretions invoked one or more of the remedies set out in paragraph 2.12 above and allowed the Contractor reasonable opportunity to remedy the Service Failure, and the Contractor either;
 - 2.15.1. fails to implement such requirements for improvement as set out in the Improvement Notice; and/or
 - 2.15.2. fails to implement an Improvement Plan approved by the Department; and/or
 - 2.15.3. fails to meet the interim performance measures and/or milestones, then (without prejudice to any other rights and remedies of termination provided for in this Contract), the Department shall be entitled to terminate this Contract and with immediate effect by notice in writing in accordance with clause 10.5. Termination of the Contract will be considered a Material Default and the Department may at its absolute discretion terminate the Framework Agreement as per paragraph 7.4 of the Framework Agreement.

3. SERVICE CREDITS

- 3.1. Accrual of Service Credits shall entitle the Department to a reduction in the Charges.
- 3.2. Financial consequences of Service Credits will be calculated against the Total Contract Value. The Contractor shall off-set the value of any Service Credits against the Charges for the Contract up to a maximum of 5% of the Total Contract Value.
- 3.3. The Contractor confirms that it has taken Service Credits and the potential financial consequences into account in calculating the Charges. Both Parties agree that the Service Credits are a reasonable method of adjusting the Charges to reflect failure to meet minimum performance standards.
- 3.4. The financial consequences that will be applied in the event of a Service Credit are broken down in Table 17 below.

Table 17: Service Credits	
Service Credits accrued:	Financial consequence equivalent to:
1 Service Credit	1% of Call Off Contract Value
2 Service Credits	2% of Call Off Contract Value
3 Service Credits	3% of Call Off Contract Value
4 Service Credits	4% of Call Off Contract Value
5 or more Service Credits	5% of Call Off Contract Value

SCHEDULE 3: ADDITIONAL CLAUSES

1. Departmental Security Standards

“BPSS” “Baseline Personnel Security Standard”	a level of security clearance described as pre-employment checks in the National Vetting Policy. Further information can be found at: https://www.gov.uk/government/publications/government-baseline-personnel-security-standard
“CCSC” “Certified Cyber Security Consultancy”	is NCSC's approach to assessing the services provided by consultancies and confirming that they meet NCSC's standards. This approach builds on the strength of CLAS and certifies the competence of Contractors to deliver a wide and complex range of cyber security consultancy services to both the public and private sectors. See website: https://www.ncsc.gov.uk/scheme/certified-cyber-consultancy
“CCP” “Certified Professional”	is a NCSC scheme in consultation with government, industry and academia to address the growing need for specialists in the cyber security profession and are building a community of recognised professionals in both the UK public and private sectors. See website: https://www.ncsc.gov.uk/scheme/certified-professional
“CC” “Common Criteria”	the Common Criteria scheme provides assurance that a developer's claims about the security features of their product are valid and have been independently tested against recognised criteria.
“CPA” “Commercial Product Assurance” [formerly called “CESG Product Assurance”]	is an ‘information assurance scheme’ which evaluates commercial off the shelf (COTS) products and their developers against published security and development standards. These CPA certified products can be used by government, the wider public sector and industry. See website: https://www.ncsc.gov.uk/scheme/commercial-product-assurance-cpa
“Cyber Essentials” “Cyber Essentials Plus”	Cyber Essentials is the government backed, industry supported scheme to help organisations protect themselves against common cyber-attacks. Cyber Essentials and Cyber Essentials Plus are levels within the scheme. There are a number of certification bodies that can be approached for further advice on the scheme; the link below points to one of these providers: https://www.iasme.co.uk/apply-for-self-assessment/

“Data”	shall have the meanings given to those terms by the Data Protection Act 2018.
“Data Controller”	
“Data Processor”	
“Personal Data”	
“Sensitive Personal Data”	
“Data Subject”, “Process” and “Processing”	
“Department’s Data”	is any data or information owned or retained in order to meet departmental business objectives and tasks, including:
“Department’s Information”	(a) any data, text, drawings, diagrams, images or sounds (together with any repository or database made up of any of these components) which are embodied in any electronic, magnetic, optical or tangible media, and which are: (i) supplied to the Contractor by or on behalf of the Department; or (ii) which the Contractor is required to generate, process, store or transmit pursuant to this Contract; or (b) any Personal Data for which the Department is the Data Controller;
“DfE” or the “Department”	means the Department for Education
“Departmental Security Standards”	means the Department’s security policy or any standards, procedures, process or specification for security that the Contractor is required to deliver.
“Digital Marketplace / GCloud”	the Digital Marketplace is the online framework for identifying and procuring cloud technology and people for digital projects. Cloud services (e.g. web hosting or IT health checks) are on the G-Cloud framework.
“FIPS 140-2”	this is the Federal Information Processing Standard (FIPS) Publication 140-2, (FIPS PUB 140-2), entitled ‘Security Requirements for Cryptographic Modules’. This document is the de facto security standard used for the accreditation of cryptographic modules.
General Data Protection Regulation (GDPR)	Replaces Data Protection Act clauses for use in contracts that are live on or after 25 th May 2018.
“Good Industry Practice”	means the exercise of that degree of skill, care, prudence, efficiency, foresight and timeliness as would be expected from a leading company within the relevant industry or business sector.
“Industry Good Practice”	

“Good Industry Standard”	
“Industry Good Standard”	means the implementation of products and solutions, and the exercise of that degree of skill, care, prudence, efficiency, foresight and timeliness as would be expected from a leading company within the relevant industry or business sector.
“GSC”	
“GSCP”	means the Government Security Classification Policy which establishes the rules for classifying HMG information. The policy is available at: https://www.gov.uk/government/publications/government-security-classifications
“HMG”	means Her Majesty’s Government
“ICT”	means Information and Communications Technology (ICT) is used as an extended synonym for information technology (IT), used to describe the bringing together of enabling technologies used to deliver the end-to-end solution
“ISO/IEC 27001” “ISO 27001”	is the International Standard for Information Security Management Systems Requirements
“ISO/IEC 27002” “ISO 27002”	is the International Standard describing the Code of Practice for Information Security Controls.
“ISO 22301”	is the International Standard describing for Business Continuity
“IT Security Health Check (ITSHC)”	
“IT Health Check (ITHC)”	means an assessment to identify risks and vulnerabilities in systems, applications and networks which may compromise the confidentiality, integrity or availability of information held on that IT system.
“Penetration Testing”	
“Need-to-Know”	the Need-to-Know principle is employed within HMG to limit the distribution of classified information to those people with a clear ‘need to know’ in order to carry out their duties.
“NCSC”	The National Cyber Security Centre (NCSC) formerly CESG is the UK government’s National Technical Department for Information Assurance. The NCSC website is https://www.ncsc.gov.uk
“OFFICIAL”	
“OFFICIAL-SENSITIVE”	the term ‘OFFICIAL’ is used to describe the baseline level of ‘security classification’ described within the Government Security Classification Policy (GSCP) which details the level of protection to be afforded to information by HMG, for all routine public sector business, operations and services. The ‘OFFICIAL–SENSITIVE’ caveat is used to identify a limited subset of OFFICIAL information that could have more damaging consequences (for individuals, an organisation or government generally) if it were lost, stolen or published in the

media, as described in the Government Security Classification Policy.

“Secure Sanitisation”

Secure sanitisation is the process of treating data held on storage media to reduce the likelihood of retrieval and reconstruction to an acceptable level. Some forms of sanitisation will allow you to re-use the media, while others are destructive in nature and render the media unusable. Secure sanitisation was previously covered by “Information Assurance Standard No. 5 - Secure Sanitisation” (“IS5”) issued by the former CESG. Guidance can now be found at:

<https://www.ncsc.gov.uk/guidance/secure-sanitisation-storage-media>

The disposal of physical documents and hardcopy materials advice can be found at:

<https://www.cpni.gov.uk/secure-destruction>

“Security and Information Risk Advisor”

“CCP SIRA”

“SIRA”

the Security and Information Risk Advisor (SIRA) is a role defined under the NCSC Certified Professional (CCP) Scheme. See also:

<https://www.ncsc.gov.uk/articles/about-certified-professional-scheme>

“SPF”

“HMG Security Policy Framework”

This is the definitive HMG Security Policy which describes the expectations of the Cabinet Secretary and Government’s Official Committee on Security on how HMG organisations and third parties handling HMG information and other assets will apply protective security to ensure HMG can function effectively, efficiently and securely.

<https://www.gov.uk/government/publications/security-policy-framework>

“Tailored Assurance”

[formerly called “CTAS”, or,

“CESG Tailored Assurance”]

is an ‘information assurance scheme’ which provides assurance for a wide range of HMG, MOD, Critical National Infrastructure (CNI) and public sector customers procuring IT systems, products and services, ranging from simple software components to national infrastructure networks.

<https://www.ncsc.gov.uk/documents/ctas-principles-and-methodology>

- 1.1. The Contractor shall comply with Departmental Security Standards for Contractors, which include but are not constrained to the following clauses;
- 1.2. As the Contractor will be handling information at OFFICIAL on behalf of the Department, the requirements under Cabinet Office Procurement Policy Note – Use of Cyber Essentials Scheme certification - Action Note 09/14 25 May 2016, or any subsequent updated document, are mandated; that “contractors supplying products or services to HMG shall have achieved, and retain certification at the appropriate level, under the HMG Cyber Essentials Scheme”. The certification scope must be relevant to the services supplied to, or on behalf of, the Department.
- 1.3. The Contractor shall be able to demonstrate conformance to, and show evidence of such conformance to, the ISO/IEC 27001 (Information Security Management Systems Requirements)

standard, including the application of controls from ISO/IEC 27002 (Code of Practice for Information Security Controls).

- 1.4. The Contractor shall follow the UK Government Security Classification Policy (GSCP) in respect of any Departmental Data being handled in the course of providing this Service, and will handle this data in accordance with its security classification. (In the event where the Contractor has an existing Protective Marking Scheme then the Contractor may continue to use this but must map the HMG security classifications against it to ensure the correct controls are applied to the Departmental Data).
- 1.5. The Contractor shall have in place and shall maintain procedural, personnel, physical and technical safeguards to protect Departmental Data, including but not limited to: physical security controls; good industry standard policies and process; anti-virus and firewalls; security updates and up-to-date patching regimes for anti-virus solutions; operating systems, network devices, and application software, user access controls and the creation and retention of audit logs of system use.
- 1.6. Any data in transit using either physical or electronic transfer methods across public space or cyberspace, including mail and couriers systems, or third party provider networks must be protected via encryption which has been certified to FIPS 140-2 standard or a similar method approved by the Department prior to being used for the transfer of any Departmental Data.
- 1.7. Storage of Departmental Data on any portable devices or media shall be limited to the absolute minimum required to deliver the stated business requirement and shall be subject to clause 1.8 to 1.11 below.
- 1.8. Any portable removable media (including but not constrained to pen drives, flash drives, memory sticks, CDs, DVDs, or other devices) which handle, store or process Departmental Data to deliver and support the service, shall be under the control and configuration management of the contractor or (sub-)contractors providing the service, shall be both necessary to deliver the service and shall be encrypted using a product which has been certified to FIPS140-2 standard or another encryption standard that is acceptable to the Department.
- 1.9. All portable ICT devices, including but not limited to laptops, tablets, smartphones or other devices, such as smart watches, which handle, store or process Departmental Data to deliver and support the service, shall be under the control and configuration management of the contractor or Sub-Contractors providing the service, and shall be necessary to deliver the service. These devices shall be full-disk encrypted using a product which has been certified to FIPS140-2 standard or another encryption standard that is acceptable to the Department.
- 1.10. Whilst in the Contractor's care all removable media and hardcopy paper documents containing Departmental Data must be handled securely and secured under lock and key when not in use and shall be securely destroyed when no longer required, using either a cross-cut shredder or a professional secure disposal organisation.
- 1.11. When necessary to hand carry removable media and/or hardcopy paper documents containing Departmental Data, the media or documents being carried shall be kept under cover and transported in such a way as to ensure that no unauthorised person has either visual or physical access to the material being carried. This clause shall apply equally regardless of whether the material is being carried inside or outside of company premises.
- 1.12. At the end of the contract or in the event of equipment failure or obsolescence, all Departmental information and data, in either hardcopy or electronic format, that is physically held or logically stored on the Contractor's ICT infrastructure must be securely sanitised or destroyed and accounted for in accordance with the current HMG policy using a NCSC approved product or method. Where sanitisation or destruction is not possible for legal, regulatory or technical reasons, such as a Storage Area Network (SAN) or shared backup tapes, then the Contractor or Sub-Contractor shall protect the Department's information and data until the time, which may be long after the end of the contract, when it can be securely cleansed or destroyed.
- 1.13. Access by Contractor or Sub-Contractor staff to Departmental Data shall be confined to those individuals who have a "need-to-know" in order to carry out their role; and have undergone mandatory pre-employment screening, to a minimum of HMG Baseline Personnel Security Standard (BPSS); or hold an appropriate National Security Vetting clearance as required by the Department.

All Contractor or Sub-Contractor staff must complete this process before access to Departmental Data is permitted.

- 1.14. All Contractor or Sub-Contractor employees who handle Departmental Data must have annual awareness training in protecting information.
- 1.15. The Contractor shall, as a minimum, have in place robust Business Continuity arrangements and processes including IT disaster recovery plans and procedures that conform to ISO 22301 to ensure that the delivery of the contract is not adversely affected in the event of an incident. An incident shall be defined as any situation that might, or could lead to, a disruption, loss, emergency or crisis to the services delivered. If a ISO 22301 certificate is not available the Contractor will provide evidence of the effectiveness of their ISO 22301 conformant Business Continuity arrangements and processes including IT disaster recovery plans and procedures. This should include evidence that the Contractor has tested or exercised these plans within the last 12 months and produced a written report of the outcome, including required actions.
- 1.16. Any suspected or actual breach of the confidentiality, integrity or availability of Departmental Data being handled in the course of providing this service, or any non-compliance with these Departmental Security Standards for Contractors, or other Security Standards pertaining to the solution, shall be investigated immediately and escalated to the Department by a method agreed by both Parties.
- 1.17. The Contractor shall ensure that any IT systems and hosting environments that are used to handle, store or process Departmental Data shall be subject to independent IT Health Checks (ITHC) using a NCSC approved ITHC provider before go-live and periodically (at least annually) thereafter. The findings of the ITHC relevant to the service being provided are to be shared with the Department and all necessary remedial work carried out. In the event of significant security issues being identified, a follow up remediation test may be required.
- 1.18. The Contractor or Sub-Contractors providing the service will provide the Department with full details of any storage of Departmental Data outside of the UK or any future intention to host Departmental Data outside the UK or to perform any form of ICT management, support or development function from outside the UK. The Contractor or Sub-Contractor will not go ahead with any such proposal without the prior written agreement from the Department.
- 1.19. The Department reserves the right to audit the Contractor or Sub-Contractors providing the Services within a mutually agreed timeframe but always within seven days of notice of a request to audit being given. The audit shall cover the overall scope of the service being supplied and the Contractor's, and any Sub-Contractors, compliance with the clauses contained in this Section.
- 1.20. The Contractor shall contractually enforce all these Departmental Security Standards for Contractors onto any third party Contractors, Sub-Contractors or partners who could potentially access Departmental Data in the course of providing this service.
- 1.21. The Contractor and Sub-Contractors shall undergo appropriate security assurance activities as determined by the Department. Contractor and Sub-Contractors shall support the provision of appropriate evidence of assurance and the production of the necessary security documentation such as completing the Department Security Assurance Model (DSAM) process or the Business Service Assurance Model (BSAM). This will include obtaining any necessary professional security resources required to support the Contractor and Sub-Contractor's security assurance activities such as: a NCSC Certified Cyber Security Consultancy (CCSC) or NCSC Certified Professional (CCP) Security and Information Risk Advisor (SIRA).

SCHEDULE 4: FINANCIAL DISTRESS

1. DEFINITIONS

In this Schedule, the following definitions shall apply:

- “Guarantee Criteria”** In respect of the latest statutory accounts shall demonstrate that the Contractor or Guarantor has:
- a current ratio (being current assets divided by current liabilities) of one or more; and
 - an acid test ratio (being current assets less stock divided by current liabilities) of one or more; and
 - a tangible net worth (being total assets less total intangible fixed assets less total liabilities) of more than zero.

2. FINANCIAL STANDING

2.1. If during the Contract Period the Contractor does not meet any of the Guarantee Criteria, at the Departments discretion, the Contractor shall ensure that:

- (a) an Affiliate of the Contractor which at the relevant time and thereafter meets all the Guarantee Criteria shall become a Guarantor and shall provide a Guarantee in the form set out in Framework Agreement, Schedule 9 (Guarantee); or
- (b) in the event that a Group Company is not able to meet the Guarantee Criteria the Contractor shall provide suitable alternative security in the form of:
 - (i) an Association of British Insurers (ABI) Model Form of Guarantee Bond or equivalent bond to the Department to a value of £2,000,000 (Two Million Pounds); or
 - (ii) an alternative guarantee, the provision of funds or reserves by a third party under guarantee, cash, deposit or escrow account as the Department may approve (such approval not to be unreasonably withheld or delayed).

2.2. The Contractor shall:

- (a) regularly monitor compliance with the Guarantee Criteria; and
- (b) promptly notify the Department in writing following the occurrence of a Financial Distress Event or Key Sub-Contractor Financial Distress Event or any fact, circumstance or matter which could cause a Financial Distress Event or a Key Sub-Contractor Financial Distress Event (and in any event, ensure that such notification is made within ten (10) Working Days of the date on which the Contractor first becomes aware of the Financial Distress Event, the Key Sub-Contractor Financial Distress Event or the fact, circumstance or matter which could cause a Financial Distress Event or a Key Sub-Contractor Financial Distress Event).

3 CONSEQUENCES OF A FINANCIAL DISTRESS EVENT

3.1 In the event of:

- (a) the Contractor not meeting the Guarantee Criteria or providing a Guarantor that meets the Guarantee Criteria, or providing alternative security as set out in paragraph 2.1 (b);
- (b) there being a public investigation into improper financial accounting and reporting, suspected fraud or any other impropriety of the Contractor, or the Guarantor or any Key Sub-Contractor;
- (c) the Contractor, the Guarantor or any Key Sub-Contractor committing a material breach of covenant to its lenders;
- (d) a Key Sub-Contractor notifying the Department that the Contractor has not satisfied any material sums properly due under a specified invoice and not subject to a genuine dispute; or
- (e) any of the following:

- (i) commencement of any litigation against the Contractor, the Guarantor or any Key Sub-Contractor with respect to financial indebtedness greater than £5,000,000 million (Five Million Pounds) or obligations under a service contract with a Total Contract Value greater than £5,000,000 million (Five Million Pounds) and which is reasonably likely to be adversely determined;
- (ii) non-payment by the Contractor, the Guarantor or any Key Sub-Contractor of any material financial indebtedness;
- (iii) any material financial indebtedness of the Contractor, the Guarantor or any Key Sub-Contractor becoming due as a result of an event of default; or
- (iv) the cancellation or suspension of any material financial indebtedness in respect of the Contractor, the Guarantor or any Key Sub-Contractor, in each case which the Department reasonably believes (or would be likely reasonably to believe) could directly impact on the continued performance and delivery of the Services in accordance with this Agreement;

then, immediately upon notification of the Financial Distress Event (or if the Department becomes aware of the Financial Distress Event without notification and brings the event to the attention of the Contractor), the Contractor shall have the obligations and the Department shall have the rights and remedies as set out in paragraphs 3.2 to 3.3.

3.2 The Contractor shall (and shall procure that the Guarantor and/or any relevant Key Sub-Contractor shall):

- (a) at the request of the Department, meet the Department as soon as reasonably practicable (and in any event within 3 Working Days of the initial notification (or awareness) of the Financial Distress Event or such other period as the Department may permit and notify to the Contractor in writing) to review the effect of the Financial Distress Event on the continued performance and delivery of the Services in accordance with this Agreement; and
- (b) where the Department reasonably believes (taking into account the discussions and any representations made under paragraph 3.3) that the Financial Distress Event could impact on the continued performance and delivery of the Services in accordance with this Agreement:
 - (i) submit to the Department a draft Financial Distress Service Continuity Plan as soon as reasonably practicable (and in any event, within 10 Working Days of the initial notification (or awareness) of the Financial Distress Event or such other period as the Department may permit and notify to the Contractor in writing); and
 - (ii) provide such financial information relating to the Contractor or the Guarantor as the Department may reasonably require.

3.3 The Contractor shall:

- (a) on a regular basis (which shall not be less than monthly), review the Financial Distress Service Continuity Plan and assess whether it remains adequate and up to date to ensure the continued performance and delivery of the Services in accordance with this Agreement;
- (b) where the Financial Distress Service Continuity Plan is not adequate or up to date in accordance with paragraph 3.3(a), submit an updated Financial Distress Service Continuity Plan to the Department; and
- (c) comply with the Financial Distress Service Continuity Plan (including any updated Financial Distress Service Continuity Plan).

3.4 Where the Contractor reasonably believes that the relevant Financial Distress Event under paragraph 3.1 (or the circumstance or matter which has caused or otherwise led to it) no longer exists, it shall notify the Department and the Parties may agree that the Contractor shall be relieved of its obligations under paragraph 3.3.

4 **TERMINATION RIGHTS**

- 4.1 The Department shall notify the Contractor in writing of its intention to terminate this Contract under clause 10 (Termination) following a period of 30 days to allow the Contractor an opportunity to remedy the default to the Department's satisfaction and at no cost to the Department, if:
- (a) the Contractor fails to notify the Department of a Financial Distress Event in accordance with paragraph 2.2(b);
 - (b) the Contractor fails to comply with the terms of the Financial Distress Service Continuity Plan (or any updated Financial Distress Service Continuity Plan) in accordance with paragraph 3.3(c).

SCHEDULE 5 – CHANGE CONTROL PROCEDURE

1. INTRODUCTION

- 1.1. This Schedule 5 sets out the Change Control Procedure to be used by the Department and the Contractor to effect changes to this Contract.

2. PRINCIPLES

- 2.1. The Parties acknowledge that minor changes to the Contract may be necessary to reflect operational and administrative procedures during the Contract Period and that such minor changes may be agreed in writing between the Parties' respective contract managers.
- 2.2. The Contractor shall use reasonable endeavours to incorporate minor changes requested by the Department within the current Charges and shall not serve a Contractor Notice of Change unless the change involves a demonstrable material increase to its costs or requires a material change to the Contract.
- 2.3. Either Party may request a Variation provided that such Variation does not amount to a material change. For the avoidance of doubt, the Contractor must request a Variation in the event it is unable or wishes to change its method of delivery or Service Proposals.
- 2.4. The Contractor must request a Variation where it anticipates not delivering or is not delivering the Services or a part of the Services on an ongoing basis for a period that exceeds 5 (five) Business Days.
- 2.5. The Department and the Contractor shall conduct discussions relating to proposed changes to this Contract in good faith. Neither Party shall unreasonably withhold or delay consent to the other Party's proposed changes.
- 2.6. Until such time as a Change Control Notice (CCN) has been signed by both Parties, the Contractor shall continue to provide the Services in accordance with this Contract.
- 2.7. Any work undertaken in connection with any proposed change to this Contract by the Contractor, its Sub-Contractors or Agents (other than that which has previously been agreed in accordance with the provisions of paragraph 2.5 of this Schedule 5) shall be undertaken entirely at the expense and liability of the Contractor unless otherwise agreed between the Department and the Contractor in advance.
- 2.8. Any discussions, negotiations or other communications which may take place between the Parties in connection with any proposed change to this Contract, including but not limited to the submission of any written communications, prior to the signing by both Parties of the relevant CCN, shall be without prejudice to the rights of either Party.
- 2.9. The pricing of Variations shall be in accordance with Part 1 of Schedule 2.

3. PROCEDURE

- 3.1. Should either Party wish to amend this Contract, that Party's Contract Manager shall submit a draft CCN in the format at Annex 1 to this Schedule 5 for discussion detailing the proposed change to the other Party's Contract Manager.
- 3.2. Discussion between the Parties following the submission of a draft CCN shall result in either:
 - 3.2.1. no further action being taken on that draft CCN; or
 - 3.2.2. agreement between the Parties on the changes to be made to Contract (including agreement on the date upon which the changes are to take effect (the "effective date")), such agreement to be expressed in the form of proposed revisions to the text of the relevant parts of this Contract.
- 3.3. Where agreement is reached in accordance with paragraph 3.2.2, the Party submitting the draft CCN shall prepare the final CCN for execution by both Parties. The final CCN, the content of which has been agreed between the Parties in accordance with paragraph 3.2.2 of this Schedule 5, shall be uniquely identified by a sequential number allocated by the Department.

- 3.4. Two (2) copies of each CCN shall be signed by the Contractor and submitted to the Department not less than ten (10) Working Days prior to the effective date agreed in accordance with paragraph 3.2.2 of this Schedule 5.
- 3.5. Subject to the agreement reached in accordance with paragraph 3.2.2 of this Schedule 5 remaining valid, the Department shall sign both copies of the approved CCN within five (5) Working Days of receipt by the Department. Following signature by the Department, one (1) copy of the signed CCN shall be returned to the Contractor by the Department.
- 3.6. A CCN signed by both Parties shall constitute a valid Variation or amendment to the Contract for the purposes of clause 18.2 of the Contract.
- 3.7. The Department may at its absolute discretion reject any request for a Variation proposed by the Contractor.

ANNEX 1 TO SCHEDULE 5 - CONTRACT CHANGE NOTE PRO FORMA

Contract Change Note for the Contract Change Procedure

Contract Reference Number: [to be inserted post award]
Sequential Number: [to be allocated by the Department's Framework Manager]
Title: [CCN title]
Originator: [the Department / the Contractor]
Date change first proposed: [date]
Number of pages attached: [pages]

WHEREAS the Contractor and the Department entered into a Call Off Contract for the provision of National Professional Qualifications and Early Headship Coaching Offer for New Head Teachers related services dated [date] and now wish to amend that Contract;

Reason for proposed change

[Party proposing change to complete]

Full details of proposed change

[Party proposing change to complete]

Details of likely impact, if any, of proposed change on other aspects of the Call Off Contract

[Party proposing change to complete]

IT IS AGREED as follows:

1. With effect from [date] it is proposed that the Call Off Contract shall be amended as set out below:
[Details of the amendments to the Call Off Contract to be inserted here – to include the explicit changes required to the text in order to effect the change, i.e. clause/Schedule/paragraph number, required deletions and insertions etc.]
2. Save as herein amended, all other terms and conditions of the Call Off Contract inclusive of any previous CCNs shall remain in full force and effect.
3. The amendments shall be made by way of a Deed of Variation in accordance with clause 18 of this Call Off Contract.

Signed for and on behalf of [the Contractor]

By

Name

Title

Date

Signed for and on behalf of the Department

By

Name

Title

Date

SCHEDULE 6: Not used.

SCHEDULE 7: NOT USED

SCHEDULE 8 – QUALITY ASSURANCE

1. DEFINITIONS

1.1. In this Schedule, the following terms shall have the meanings set out below:

“Quality Failure”	means where Quality Assurance processes have identified a failure to adhere to the Quality Assurance Framework or any other failure to meet the quality requirements set out in the Call Off Contract;
“QA Function”	means the Department and/or Ofsted, or other third parties as appointed by the Department, to inspect Contractors to monitor Quality Assurance delivery in accordance with the Specification;
“Quality Assurance”	means how the Department or its representatives will measure the Contractor’s performance in developing and delivering the training programme;
“Quality Assurance Framework”	means the inspection framework published by the Department and Ofsted that set out quality requirements and processes that the Contractor shall comply with when delivering the services;
“Service Credit”	shall have the same meaning as set out in Part 2 of Schedule 2;
“Service Failure”	shall have the same meaning as set out in Part 2 of Schedule 2; and
“Service Improvements”	means a type of service improvement, categorised in accordance with paragraph 2.9 of this Schedule, recommended by the Quality Assurance function.

2. GENERAL

- 2.1. The Contractor complies with the Quality Assurance requirements set out in the Specification, this Schedule and the Quality Assurance Framework.
- 2.2. The Contractor ensures they implement effective quality management arrangements to ensure the Services provided in accordance with the Specification, this Schedule and the Quality Assurance Framework.
- 2.3. The Contractor shall develop mechanisms for accurately moderating Summative Assessment answers to ensure faithful and consistent application of the mark scheme across Delivery Partners. Additionally, the Contractor will work with the QA Function to ensure a sample of up to 10% of Summative Assessment submissions are externally moderated.
- 2.4. The Department’s QA Function will monitor the quality of the Services being provided by the Contractor. The Department may employ third parties to undertake some or all the work of the QA Function.
- 2.5. The Contractor supports the work of, and collaborates with, the QA Function and takes the necessary actions as recommended by the Department or it’s representative.
- 2.6. The QA Function will quality assure the Contractor and its Delivery Partners to ensure the Contractor is complying with Quality Assurance Framework and the Contract. They shall do this by quality assuring areas including, but not limited to, the following:
 - 2.6.1. content development – reviewing and approving all content and training materials;

- 2.6.2. ongoing contractual requirements – ensuring the Contractor is complying with their obligations, including reviewing, and using data produced by the Contractor;
 - 2.6.3. training delivery – including attending training sessions delivered by the Contractor and engaging with Delivery Partners and Participants where it deems it relevant;
 - 2.6.4. assessment delivery – reviewing Summative Assessment materials (case studies and mark schemes) and, where it deems relevant, request evidence as to how Formative Assessment is used to inform delivery, and as to how the Contractor is compliant with requirements related to delivering summative assessment;
 - 2.6.5. Contractor's QA systems – sample checking/reviewing the Contractor's QA system and management arrangements; and
 - 2.6.6. any specific areas set out in the Call Off Order.
- 2.7. The Contractor shall cooperate with the ongoing requirements of the QA Function in supplying information, facilitating visits to the Contractor and its Delivery Partners and Participants, and otherwise supporting the work of the QA Function to make assessments of quality according to the agreed Quality Assurance Framework ([Early career framework and national professional qualification inspection framework and handbook](#)).
- 2.8. The Contractor shall engage with the Department and/or Ofsted as required, typically providing data as required on a termly or annual basis and supporting inspection visits between every 1-2 years. This will include facilitating contact with delivery partners through the timely provision of relevant data required by Ofsted to plan visits in advance. Subject to the outcome of inspections, the Department reserves the right to vary the frequency of future inspections e.g. shorter turnaround where issues or failures were identified and longer turnaround for positive outcomes.
- 2.9. The QA Function may make recommendations that the Contractor will be required to action in relation to:
- 2.9.1. Service Improvements – improvements that arise out of continuous improvements, lessons learnt, user feedback and best practice or any other action that at the QA Functions discretion would benefit from being adopted across the Framework; and
 - 2.9.2. Quality and Performance – Contractors will be subject to inspection by QA Function who will publish a judgement and report against the Inspection Framework that will inform the Departments management of quality and performance. The Department will agree with the Contractor an Improvement Plan in response to the inspection judgement and/or to address specific issues where either a failure to adhere to the Inspection Framework, instances of poor practice, breaches of the Framework Agreement or any other action that at the Department's discretion needs to be addressed to ensure the desired quality thresholds are maintained.

3. SERVICE IMPROVEMENTS

- 3.1. Where the QA Function makes service improvement recommendations, they shall be under one of the following categories:
- 3.1.1. Continuous Improvement – service development and improvement activity that is considered to be within the Contractors requirement to apply continuous improvement, respond to feedback and adopt best practice in regard to content and delivery for both ongoing and future Cohorts.
 - 3.1.2. Service Development – activity that requires the Contractor to make considerable revisions to their content and/or delivery to a level whereby it is not possible to implement mid-Cohort and therefore will only be required for future Cohorts. In this instance the Contractor should attempt to implement any such aspects of the recommendation that can be made under paragraph 3.1.1 but will not be required to implement the full recommendation until the next Call Off Contract.
 - 3.1.3. Urgent Service Development – activity that requires the Contractor to make immediate and significant revisions to their content and/or delivery in regard to ongoing Cohorts.

- 3.2. The Contractor implements service improvements that are in accordance with the requirements set out in this Call Off Contract (or minor additions or amendments to) at their own cost.
- 3.3. If the Department requires changes that are additional to those set out in the Call Off Contract and result in additional cost to the Contractor, the cost is assessed and any payment is made in accordance with Schedule 2: Part 1 Pricing via a Variation.
- 3.4. If the Contractor fails to implement a Service Improvement recommendation to the required standard as set out by the Department and within the specified timescale then the Department may, at its sole discretion, apply a Service Credit.

4. QUALITY AND PERFORMANCE

- 4.1 The Department will use the inspection reports and judgements published by Ofsted to inform its wider quality and performance management procedures but will take the following actions in direct response to the judgement made against Ofsted's four-point grading system:

Judgement	Action
Outstanding	<u>Response</u> No formal action required – any recommendations identified can be incorporated within existing continuous improvement plans. <u>Service Credits</u> None <u>Contractual Implications</u> None <u>Inspection Timescales</u> The Contractor will be inspected again within 2 years. Ofsted may take into account any known concerns or complaints when determining the schedule for the next full inspection.
Good	<u>Response</u> Where there are recommendations identified the Department reserves the right to request the Contractor to develop an Improvement Plan to resolve the issues within a timely manner. <u>Service Credits</u> None <u>Contractual Implications</u> None <u>Inspection Timescales</u> The Contractor will be inspected again within 2 years. Ofsted may take into account any known concerns or complaints when determining the schedule for the next full inspection
Requires Improvement	<u>Response</u> The Contractor will be required to develop an Improvement Plan to resolve the recommendations within a timely manner, identify lessons learnt for future inspections, manage stakeholders, and set out proposals to manage any reputational damage to the provision. <u>Service Credits</u> The Department reserves the right to issue a suspended Service Credit as per paragraph 4.4. <u>Contractual Implications</u> If the Contractor does not receive a judgement of 'Outstanding' or 'Good' at the subsequent inspection, then it will be considered a Service Failure and the Department reserves the right to take action in line with paragraphs 2.11 to 2.15 of Schedule 2: Part 2 – Performance (Consequence of Service Failure) and issue a Service Credit. <u>Inspection Timescales</u> Where a Lead Provider receives a Requires Improvement judgement, Ofsted will determine whether it is appropriate or proportionate to carry out an LPMV or full

	inspection within the following 12 months. This will depend on the concerns identified during the inspection and other risk assessment information available at the time.
Inadequate	<u>Response</u> The Contractor will be required to develop a remedial action plan, to be enacted prior to the publishing of the inspection report, to identify the most urgent issues/concerns to enable service delivery to continue, manage direct stakeholders, and mitigate reputational damage to the Contractor, Department and NPQ programme. The Contractor will be required to develop an Improvement Plan to resolve the recommendations within a timely manner, identify lessons learnt for future inspections, ongoing management of stakeholders, and set out proposals to manage any ongoing reputational damage to the provision. <u>Service Credits</u> The Department reserves the right to issue a suspended Service Credit as per paragraph 4.4. <u>Contractual Implications</u> A judgement of 'Inadequate' will be considered a Service Failure and the Department reserves the right to take action in line with paragraphs 2.11 to 2.15 of Schedule 2: Part 2 – Performance (Consequence of Service Failure). If the Contractor does not receive a judgement of 'Outstanding' or 'Good' at the subsequent inspection, then it will be considered a Service Failure and the Department reserves the right to take action in line with paragraphs 2.11 to 2.15 of Schedule 2: Part 2 – Performance (Consequence of Service Failure) and issue a Service Credit. If the Contractor receives multiple 'Inadequate' judgements, then it will be considered a Service Failure and the Department reserves the right to suspend the Contractor from future call-off opportunities as per clause 7.10 & 7.12 of the Framework Agreement. <u>Inspection Timescales</u> Where a Lead Provider receives an Inadequate judgement, Ofsted will determine whether it is appropriate or proportionate to carry out an LPMV or full inspection within the following 12 months. This will depend on the concerns identified during the inspection and other risk assessment information available at the time.

- 4.2 Where an Improvement Plan is required, it should include clear actions and mitigations to address the recommendations including, timelines, milestones and any interim performance measures to enable management of progress against the plan. Improvement Plans will need to be agreed with the Department in line with the following schedule:
- 4.2.1 Draft version issued to the Department no less than 1 week prior to the publication of the Inspection Report; and
- 4.2.2 Final plan agreed no later than 2 weeks after the publishing of the report.
- 4.3 The Department will use the Ofsted inspection reports as part of the wider performance management procedures and in addition to the direct response's outlined in table X, if in the Departments opinion, concerns are identified that have, or are considered likely to have, a negative impact on service quality, governance or participant satisfaction then the department reserves the right to take action in line with paragraphs 2.11 to 2.15 of Schedule 2: Part 2 – Performance (Consequence of Service Failure).
- 4.4 If the Contractor is issued a suspended Service Credit and the Improvement Plan is resolved to the required standard and within the specified timescale then the Service Credit will be avoided. If, in the opinion of the Department, the Improvement Plan has not been resolved in full within the timescales then it will be considered a 'Service Failure', and the Service Credit will be upheld.
- 4.5 The Department reserves the right to use the information presented in the Ofsted inspection reports as evidence in applying any other terms within this Call-off Contract or the Framework Agreement.
- 4.6 The Department reserves the right to include suspension and termination rights linked to outcomes of Ofsted inspection reports.

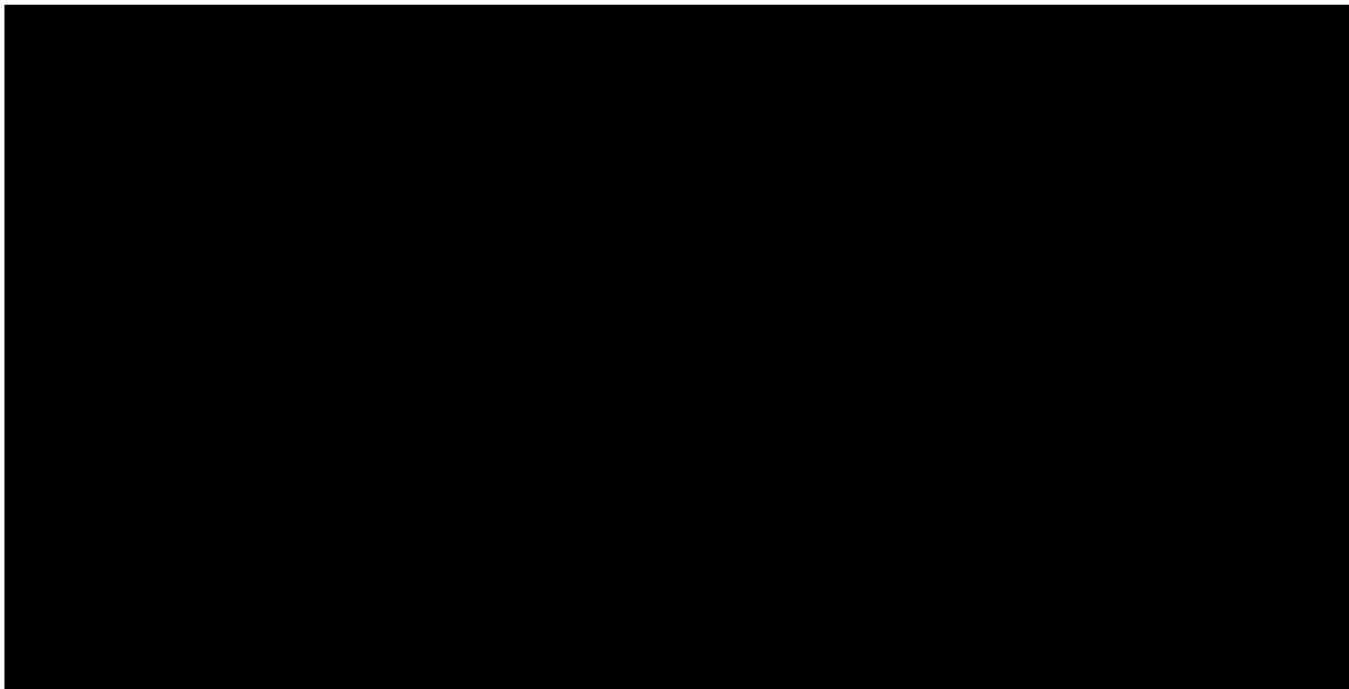
5. QUALITY ASSURANCE REPORTING

- 5.1. The Department reserves the right to use (which may include publishing under Government transparency policy) reporting data on the Contractors performance against the QA Function requirements as a means of demonstrating the quality and performance of the framework. The reporting metrics are likely to be, but are not limited to:
 - 5.1.1. Service Improvements – % of recommendations adopted within timescales;
 - 5.1.2. Quality and performance – number of recommendations and Quality Failure.
- 5.2. Ofsted will publish all inspection reports at <https://reports.ofsted.gov.uk/>.

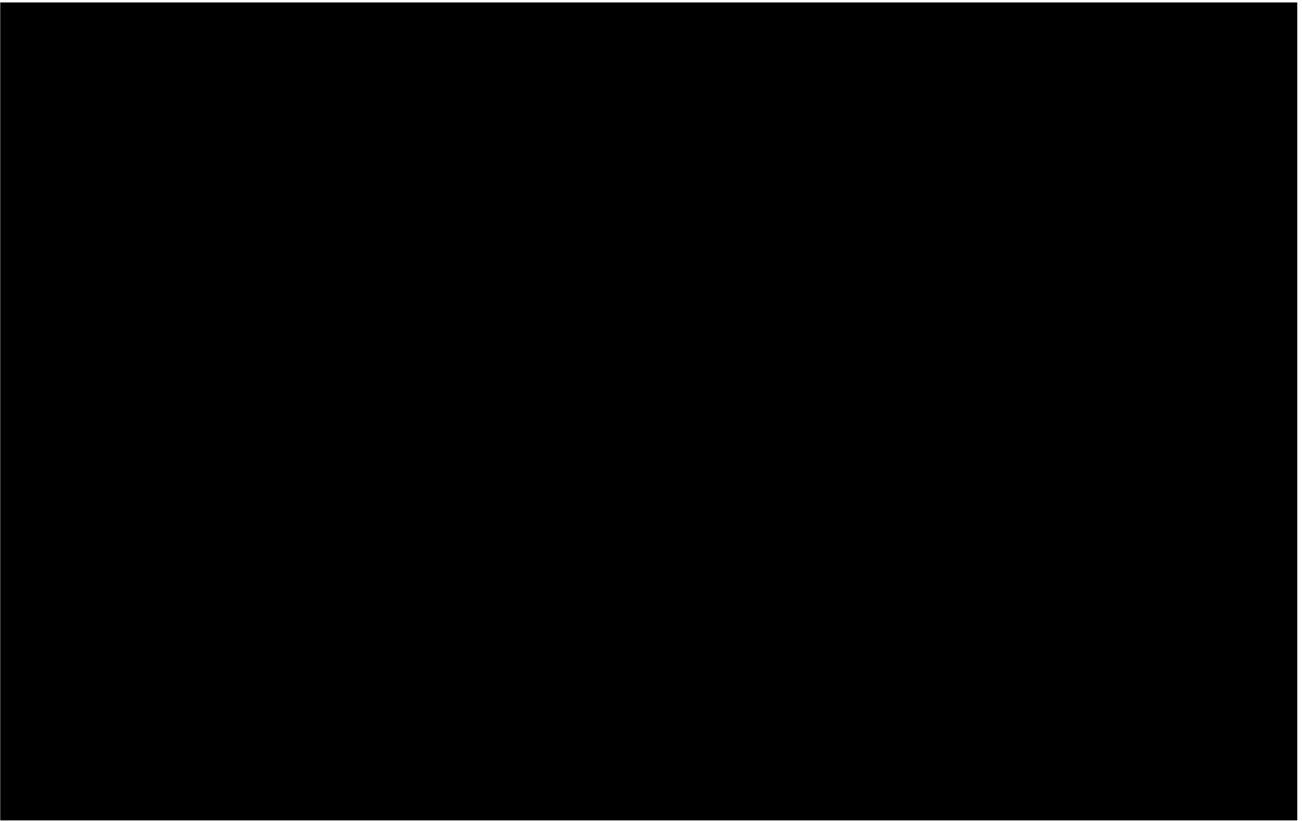
6. COMPLAINTS

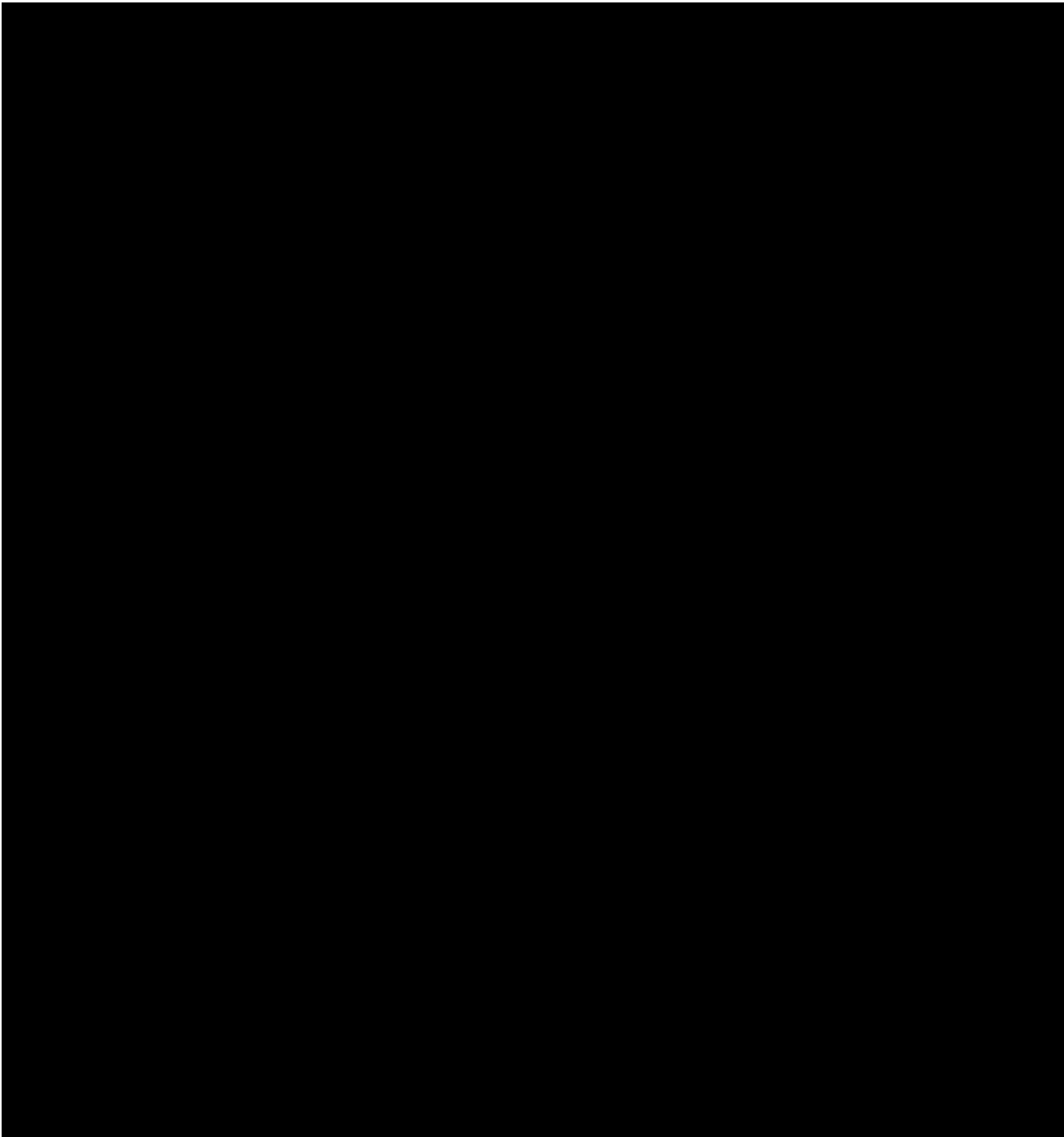
- 6.1. The Contractor shall implement, maintain and operate effective and clear procedures for receiving, investigating and responding to complaints.
- 6.2. The Contractor shall provide the Department with information about the number and nature of complaints it receives and the outcome of each complaint it processes and in accordance with 6.3.2 & 6.3.3 below. This information shall be provided with the Management Information report.
- 6.3. In addition, the Contractor shall ensure:
 - 6.3.1. complaints are investigated by individuals not involved in the subject matter of the complaint;
 - 6.3.2. report all complaints about the Services to Department within three (3) Working Days from the date of the complaint;
 - 6.3.3. provide a meaningful response to all complainants by telephone or in person, as well as in writing, copying in the Department, within five (5) Working Days from the date of the complaint.

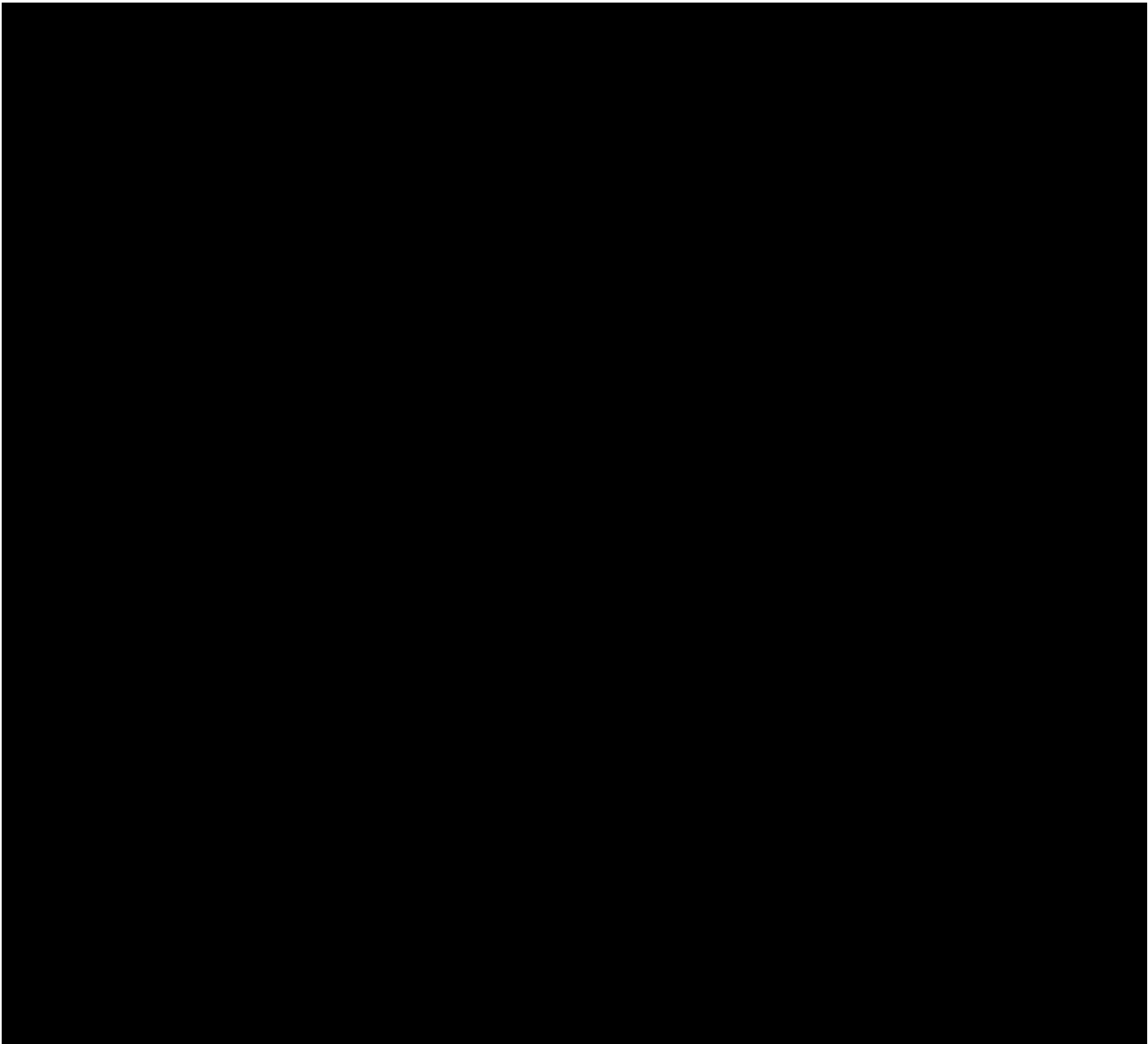
SCHEDULE 9: KEY PERSONNEL AND SUB-CONTRACTORS

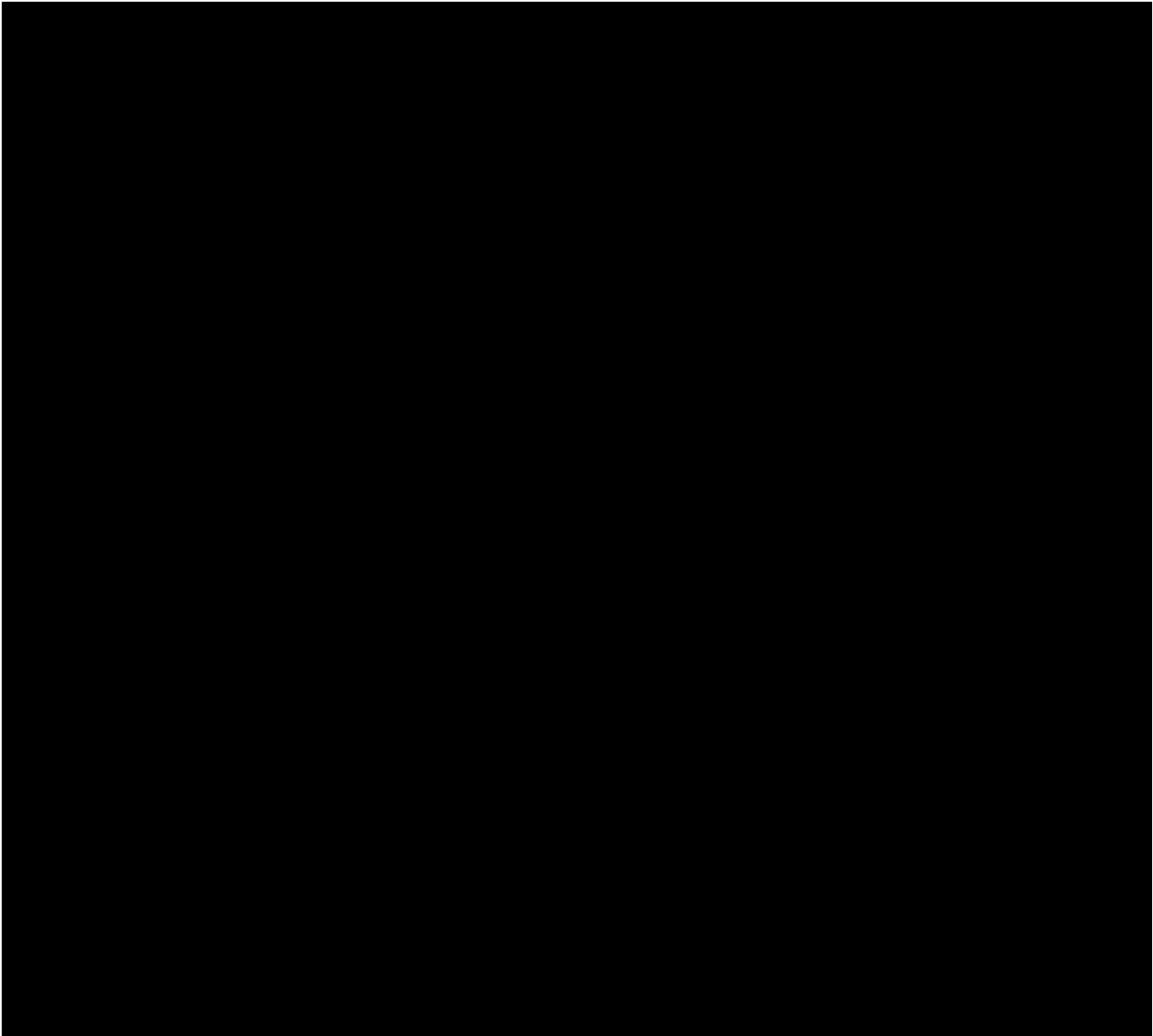


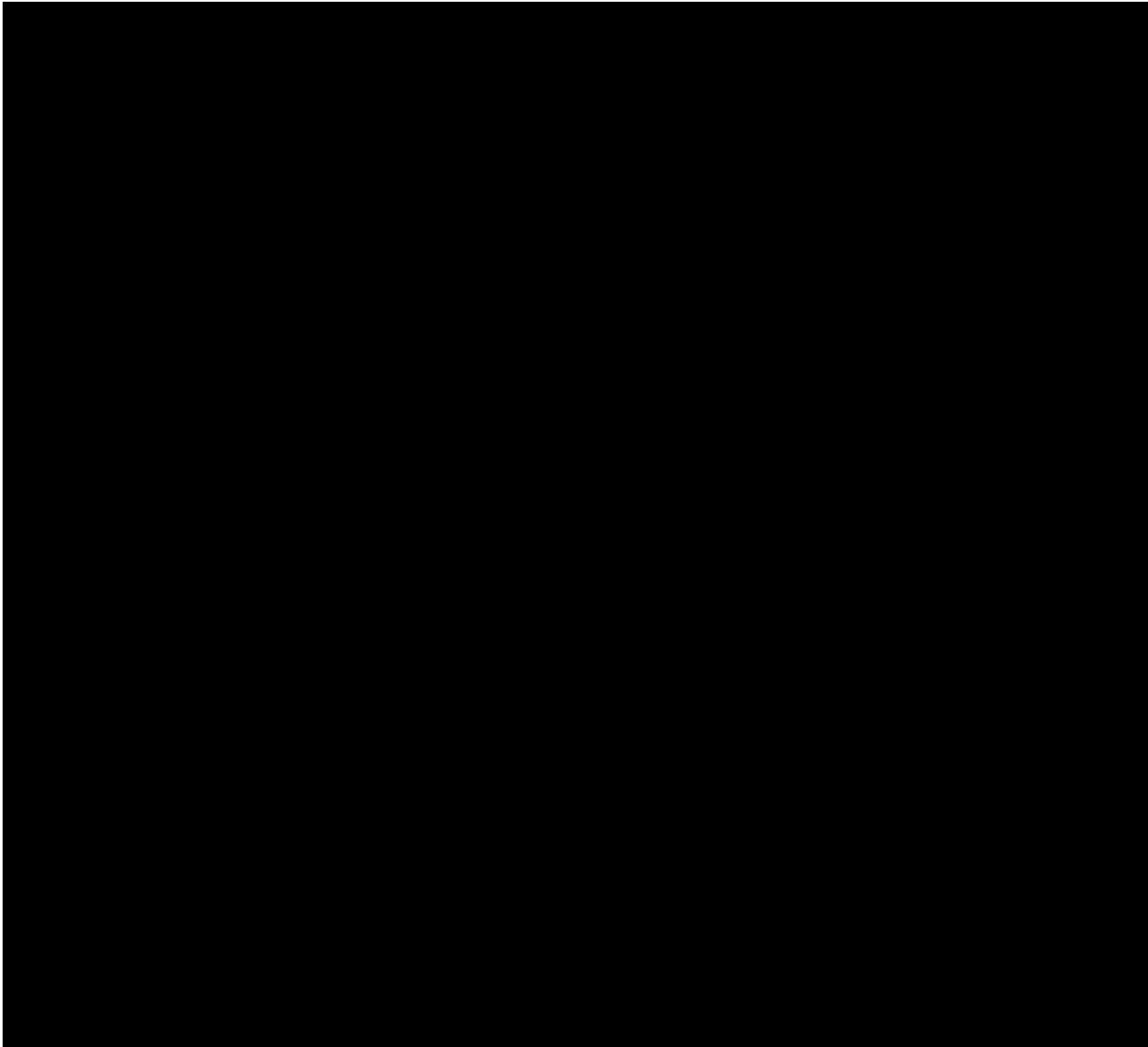
Key Sub-Contractors

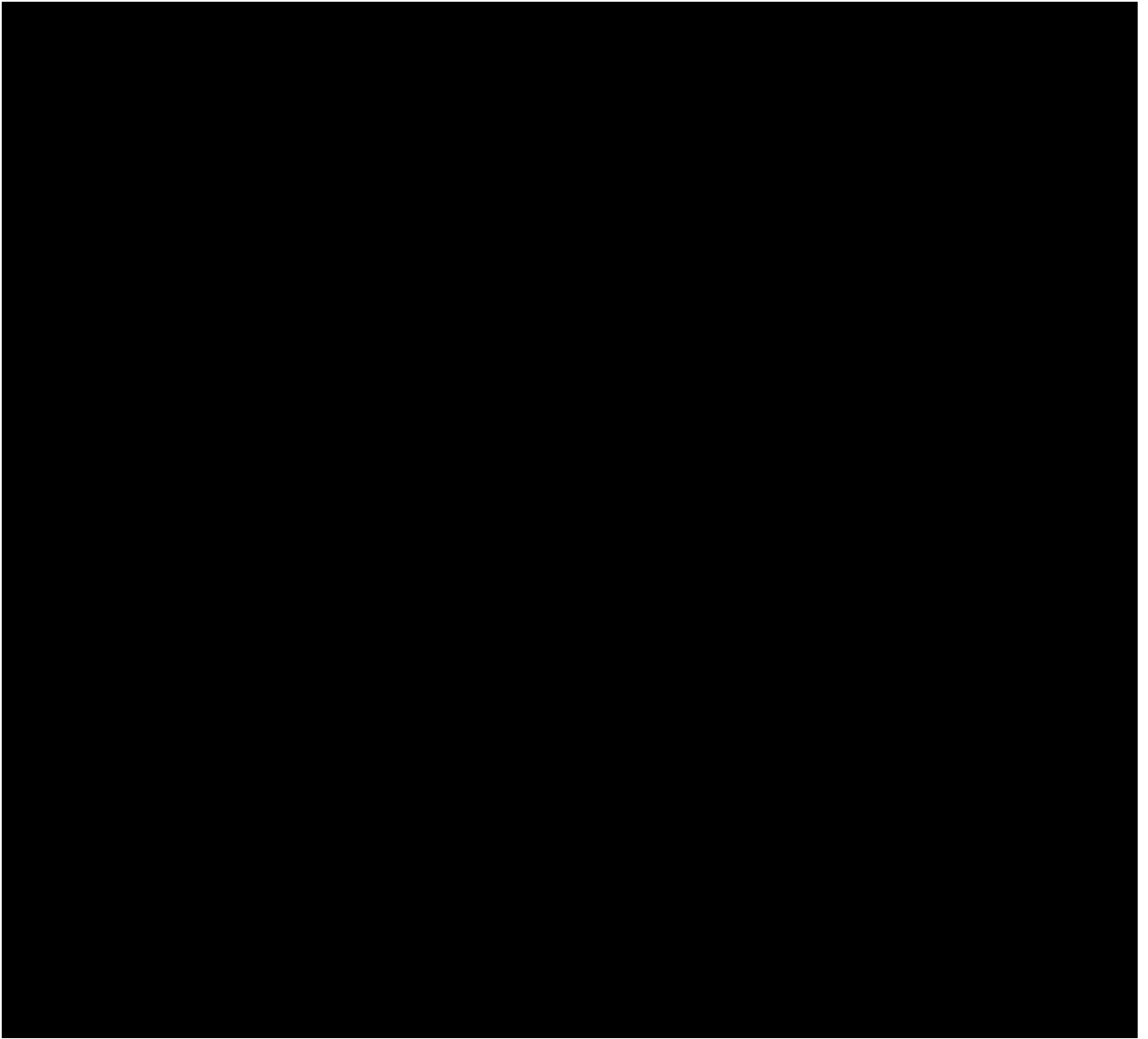


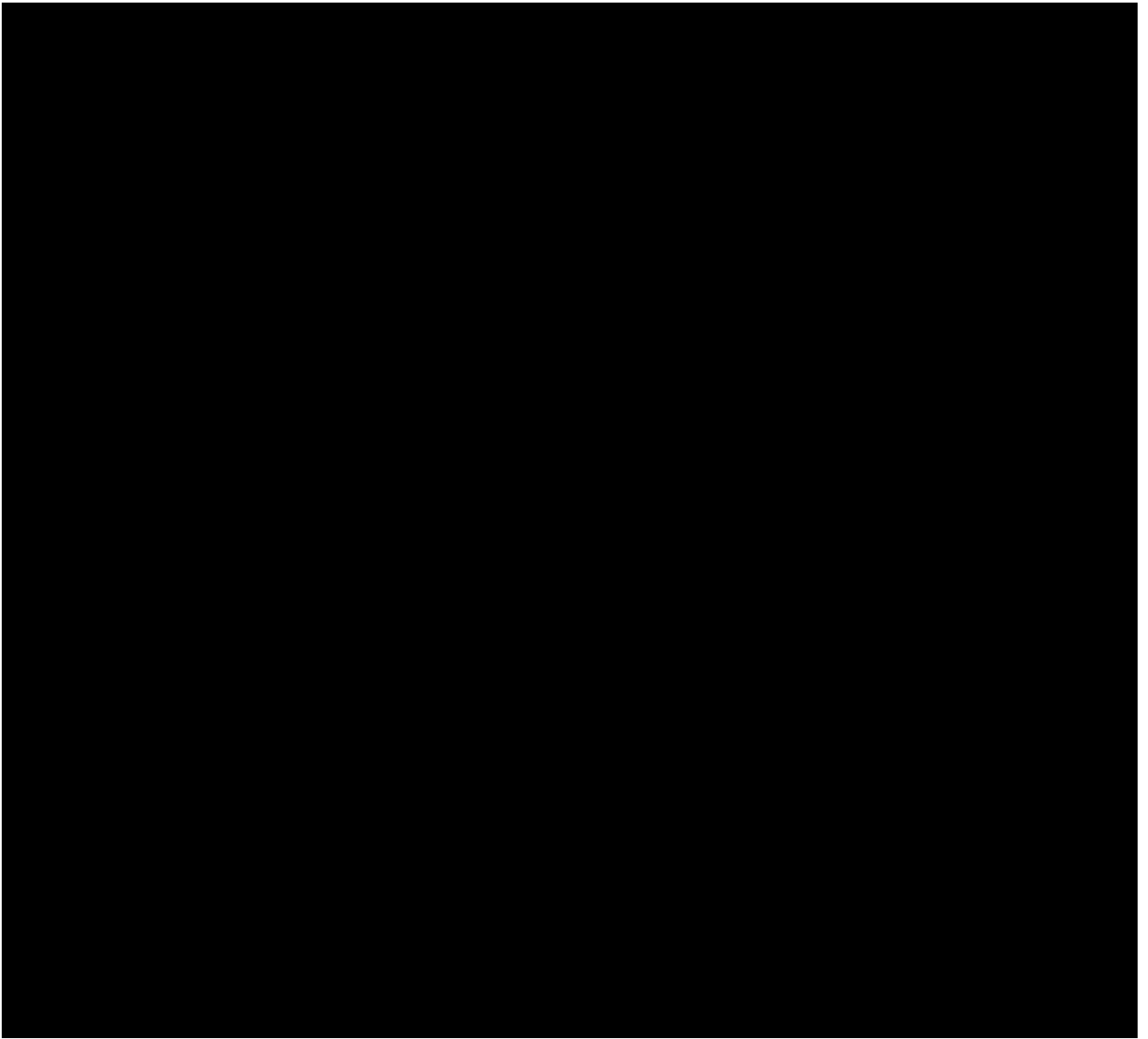


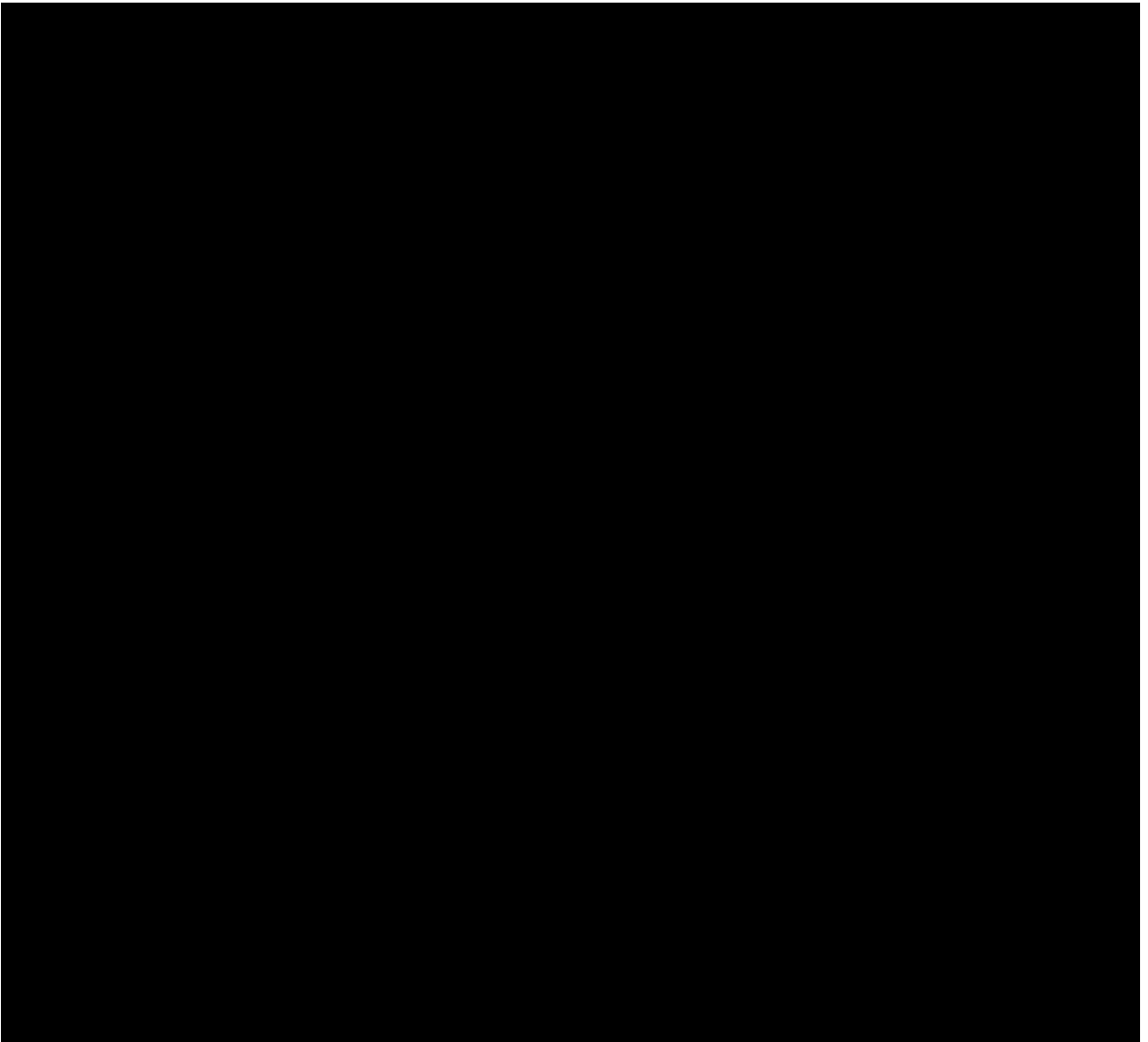


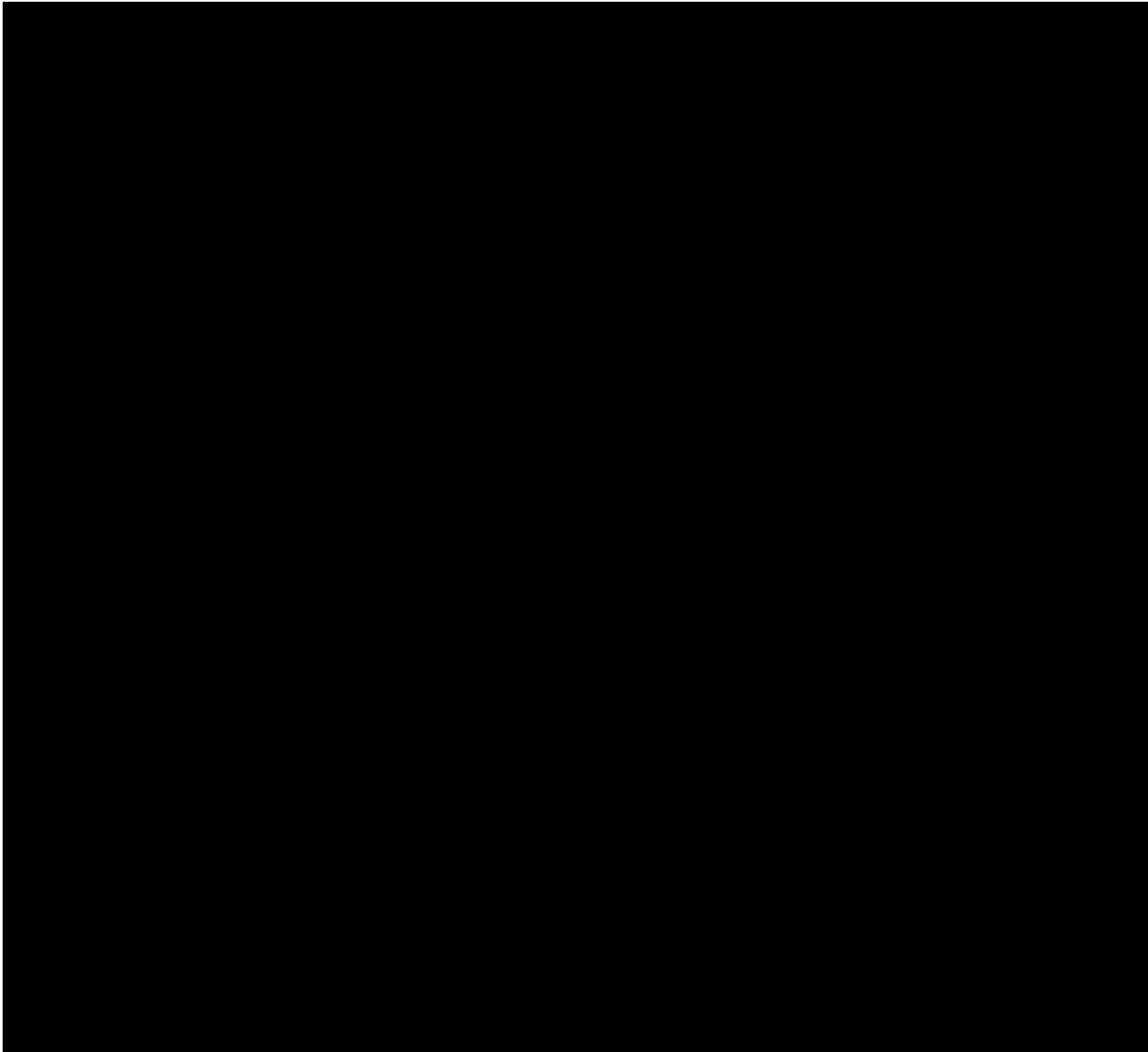


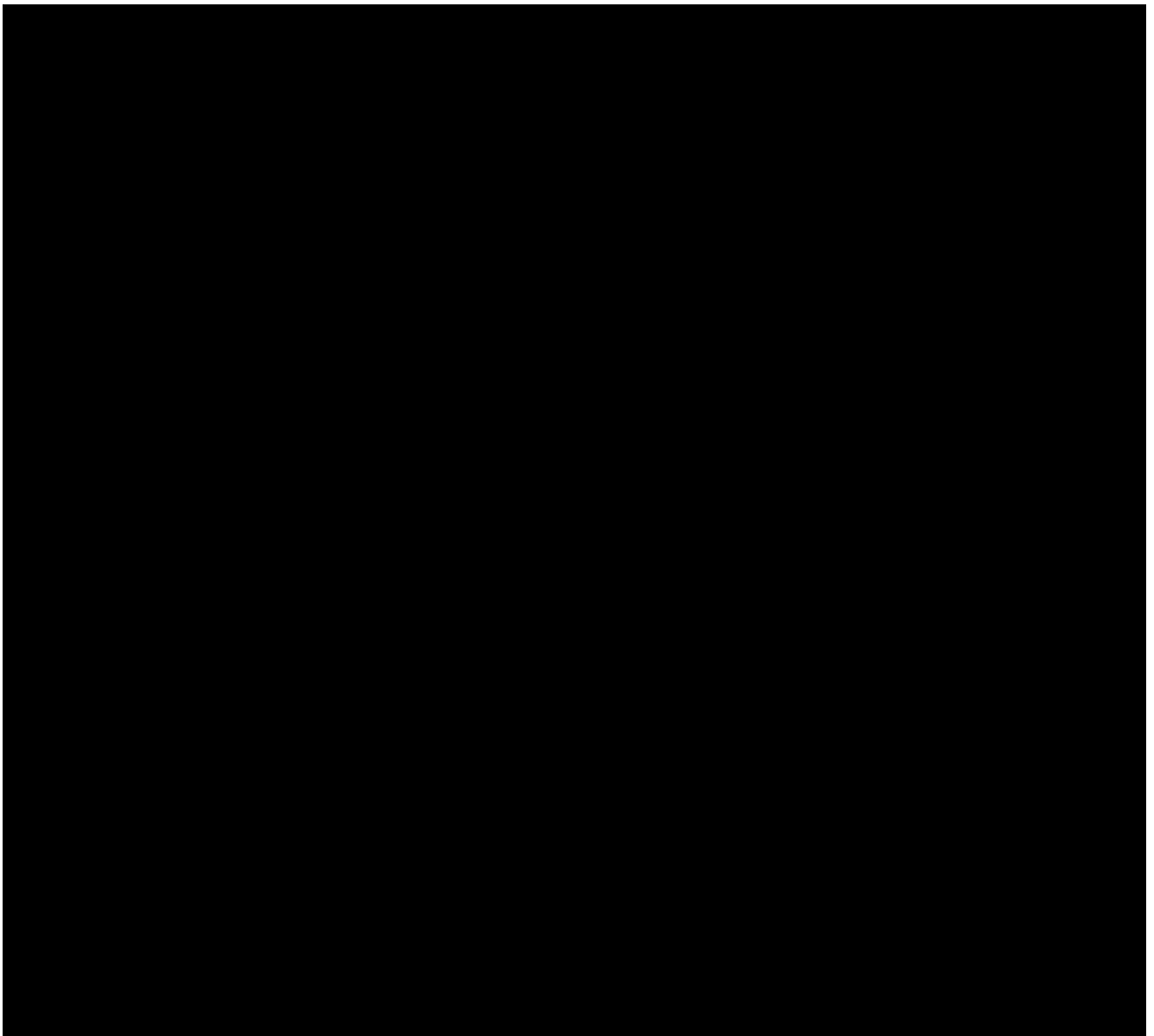


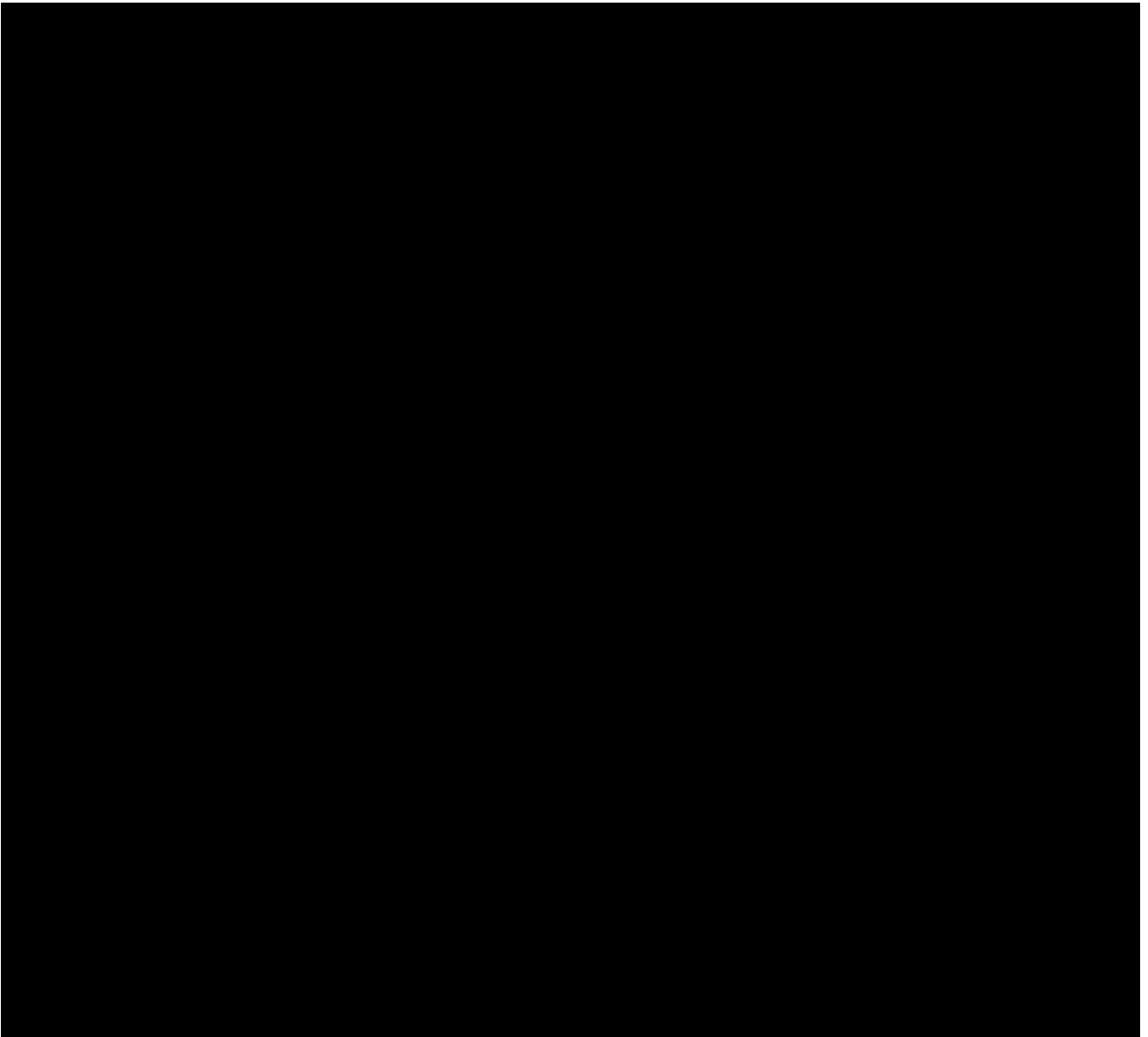


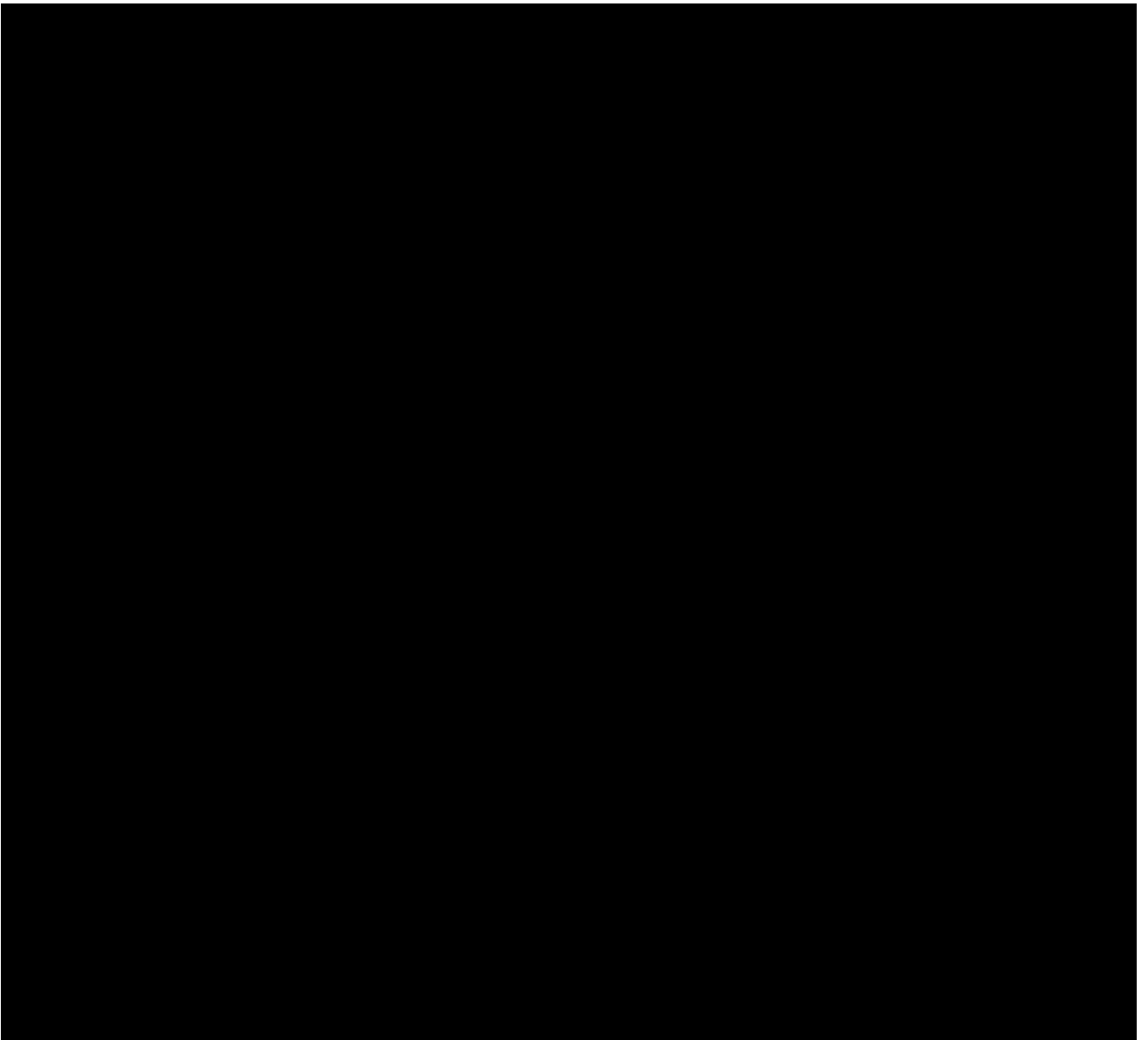


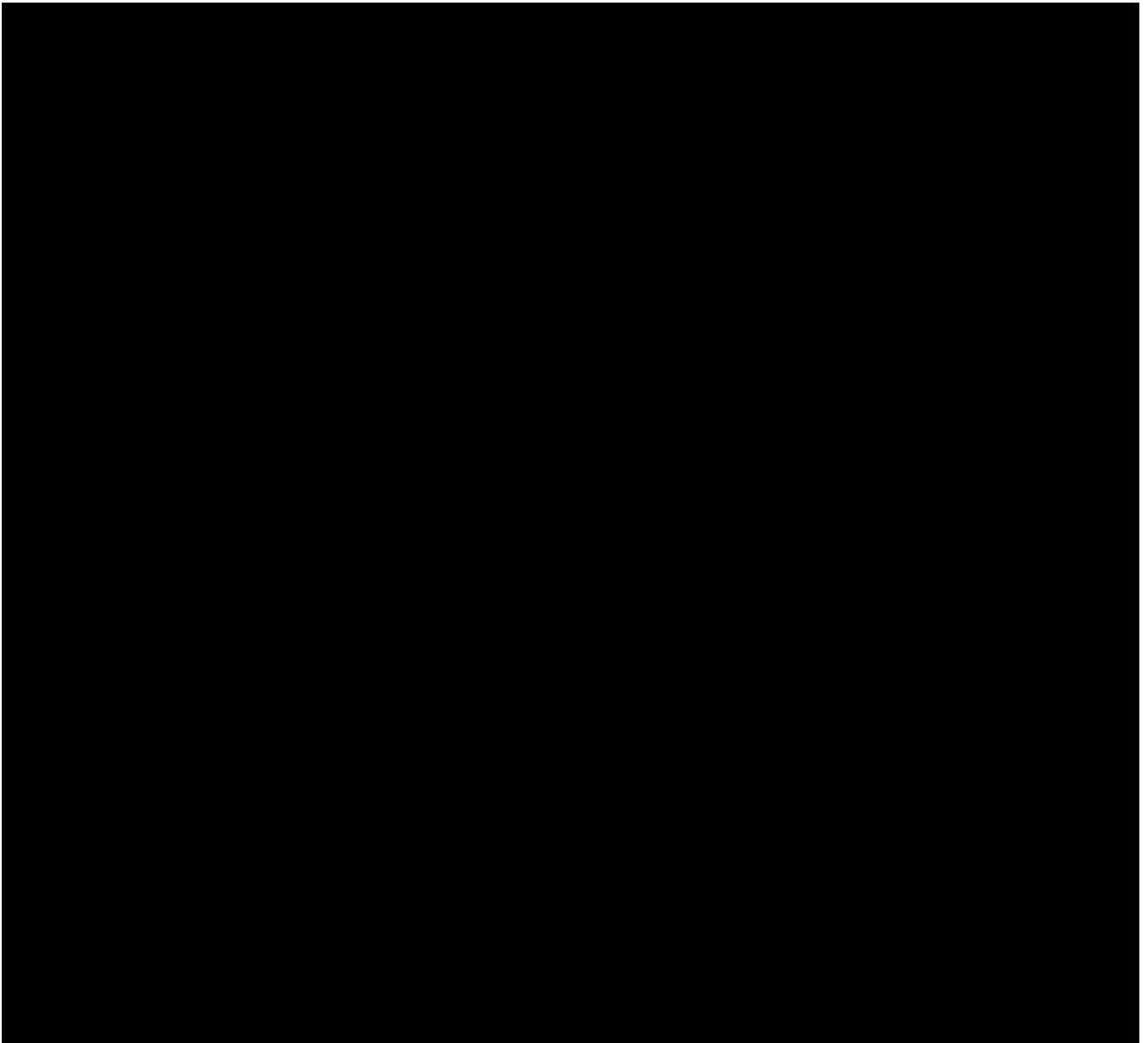


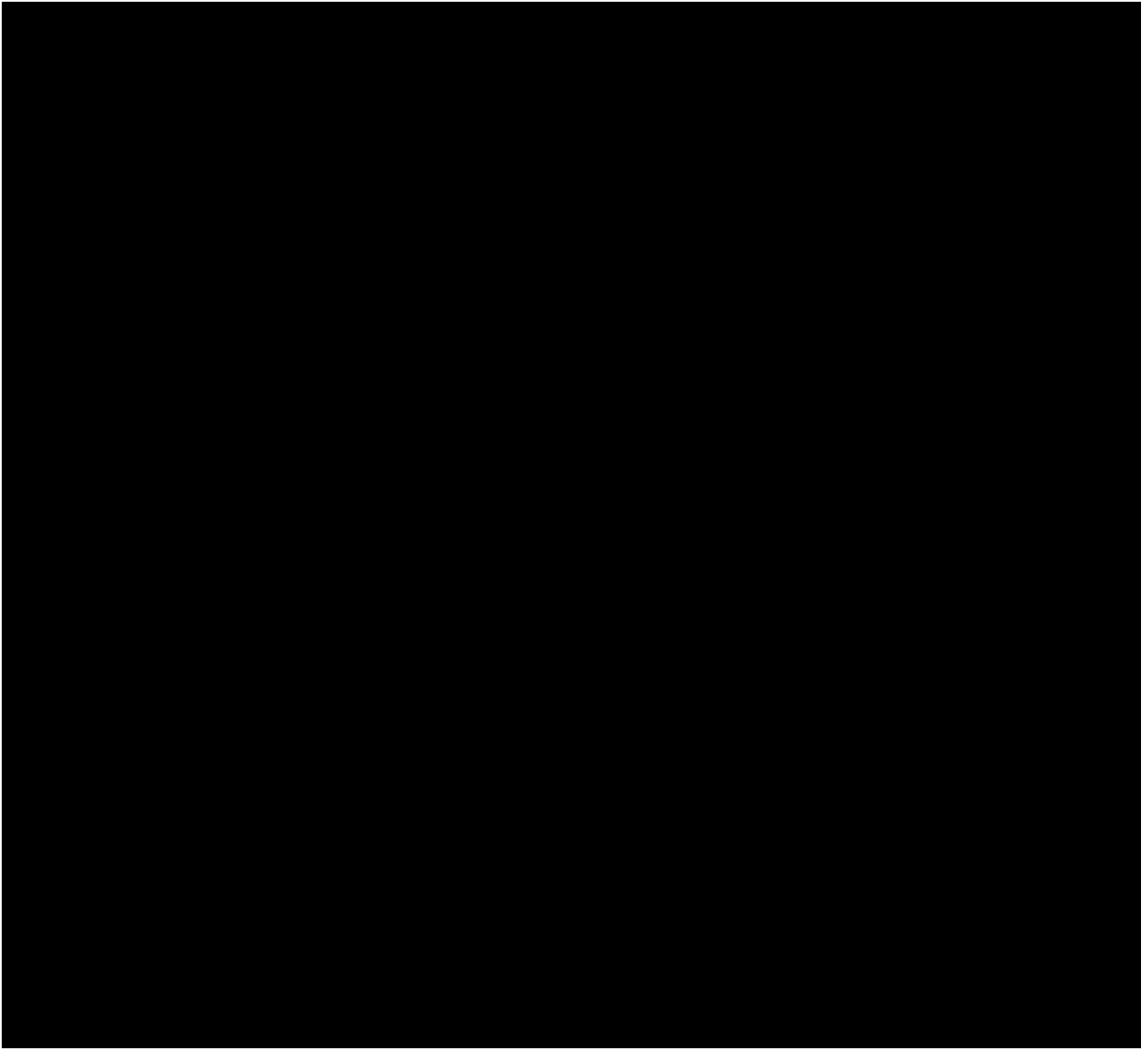


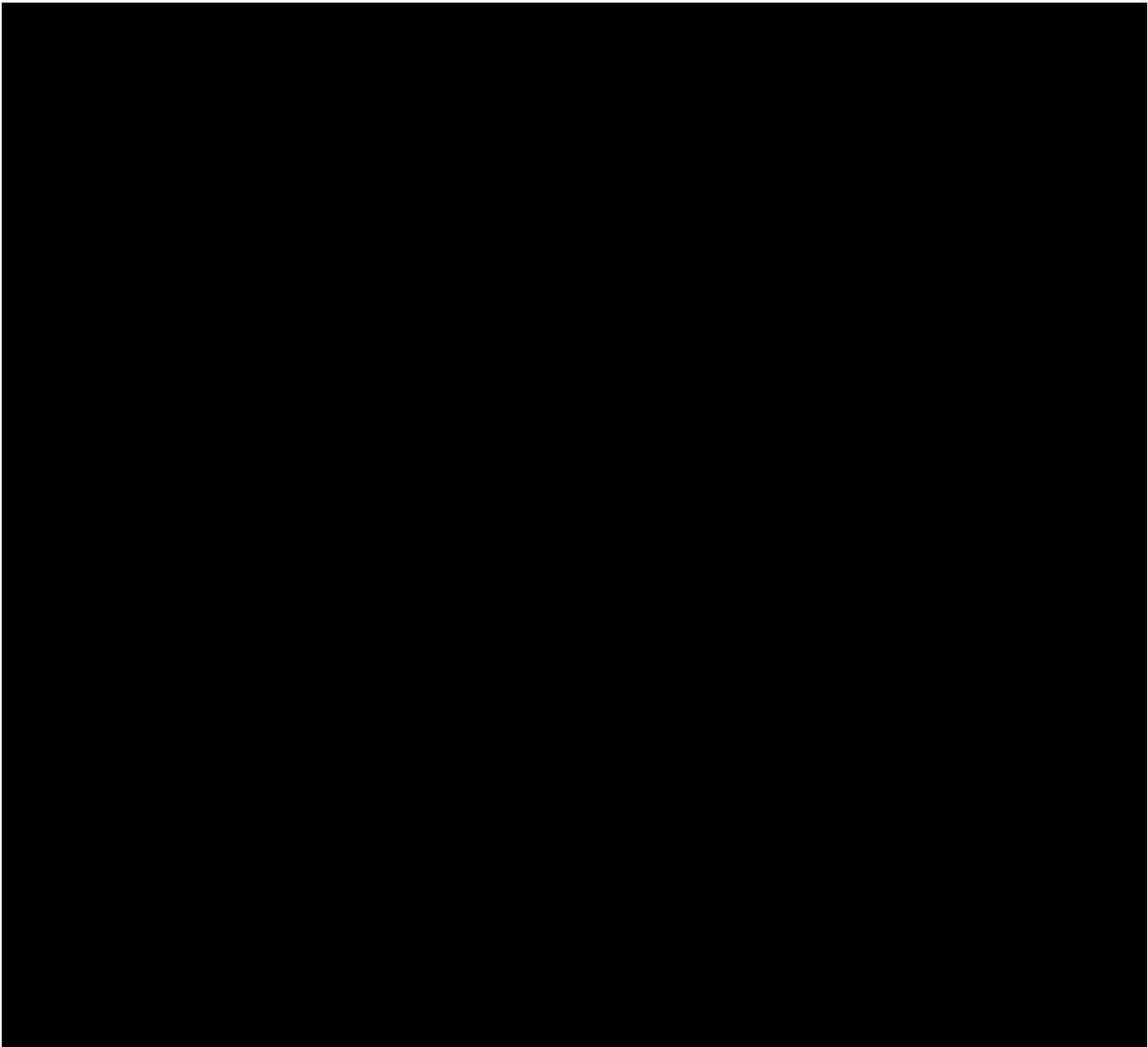


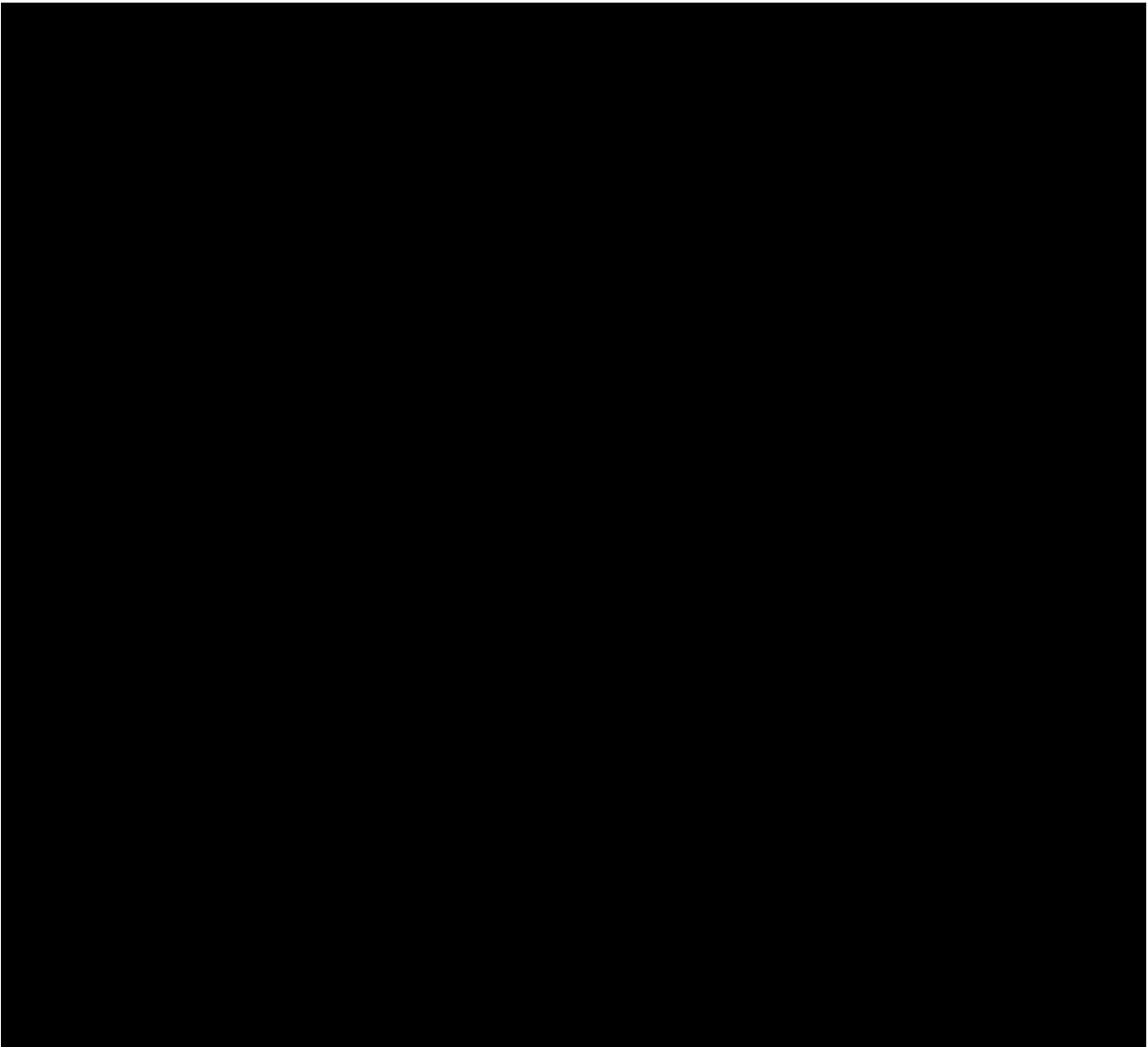


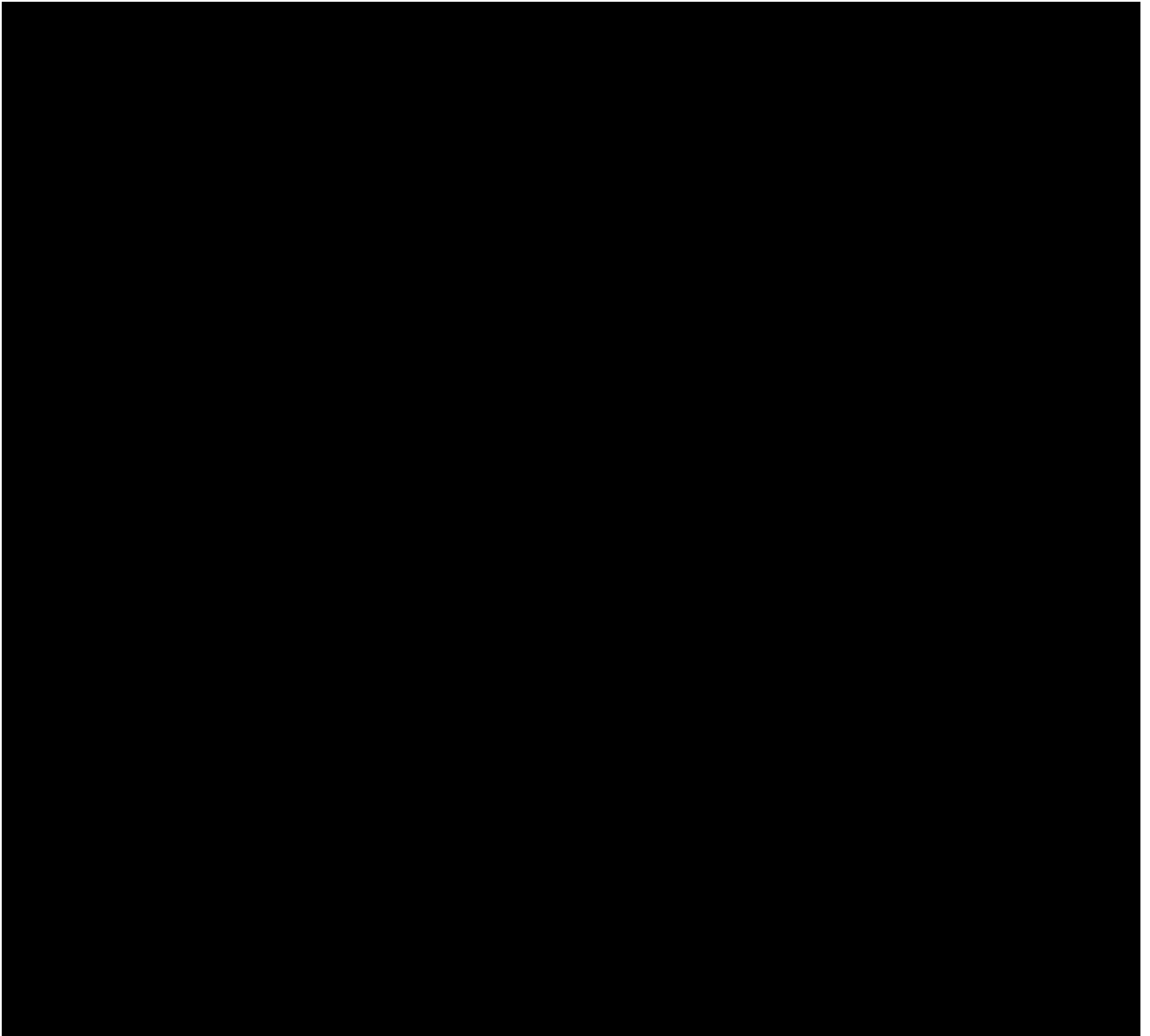


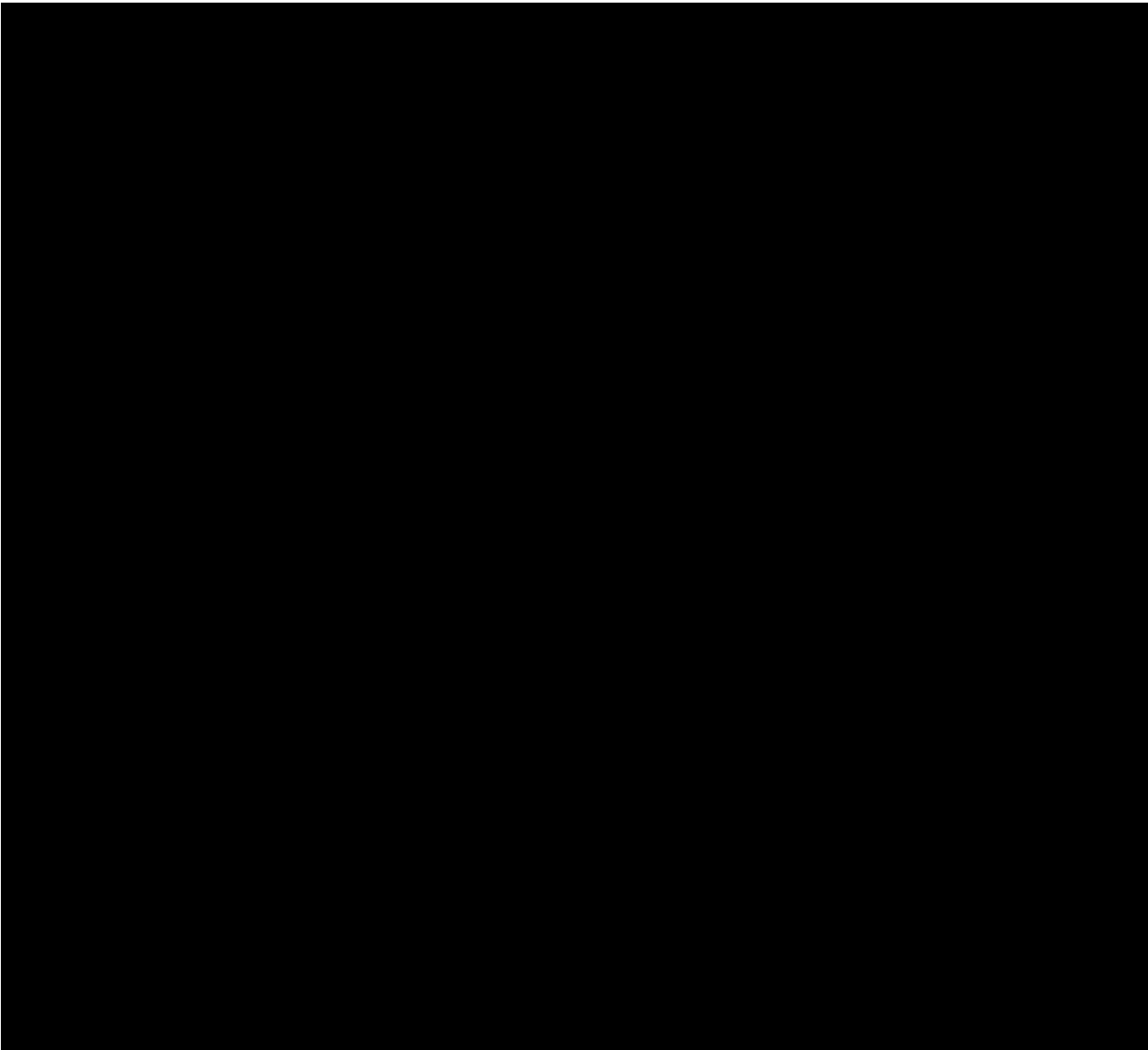


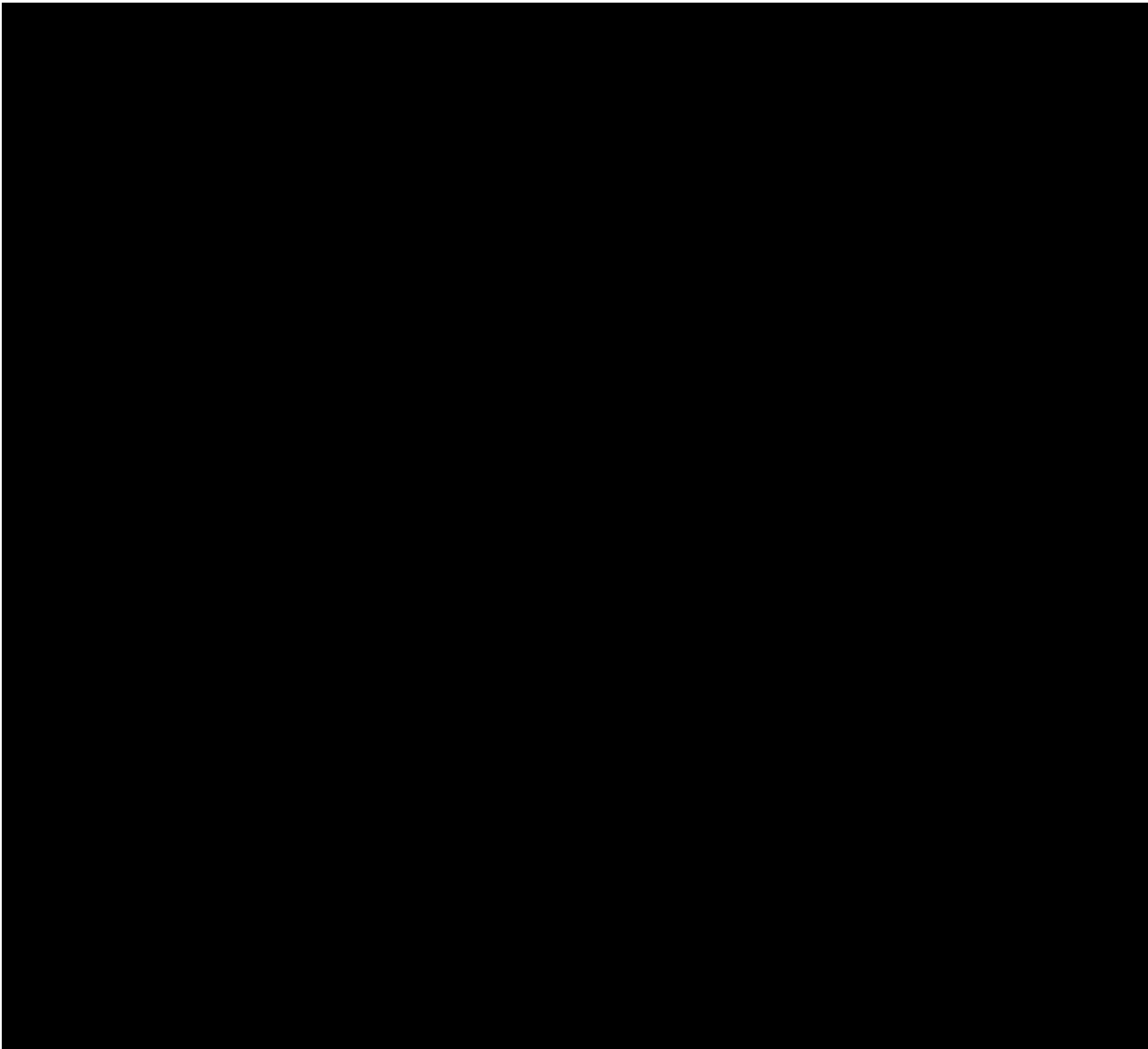


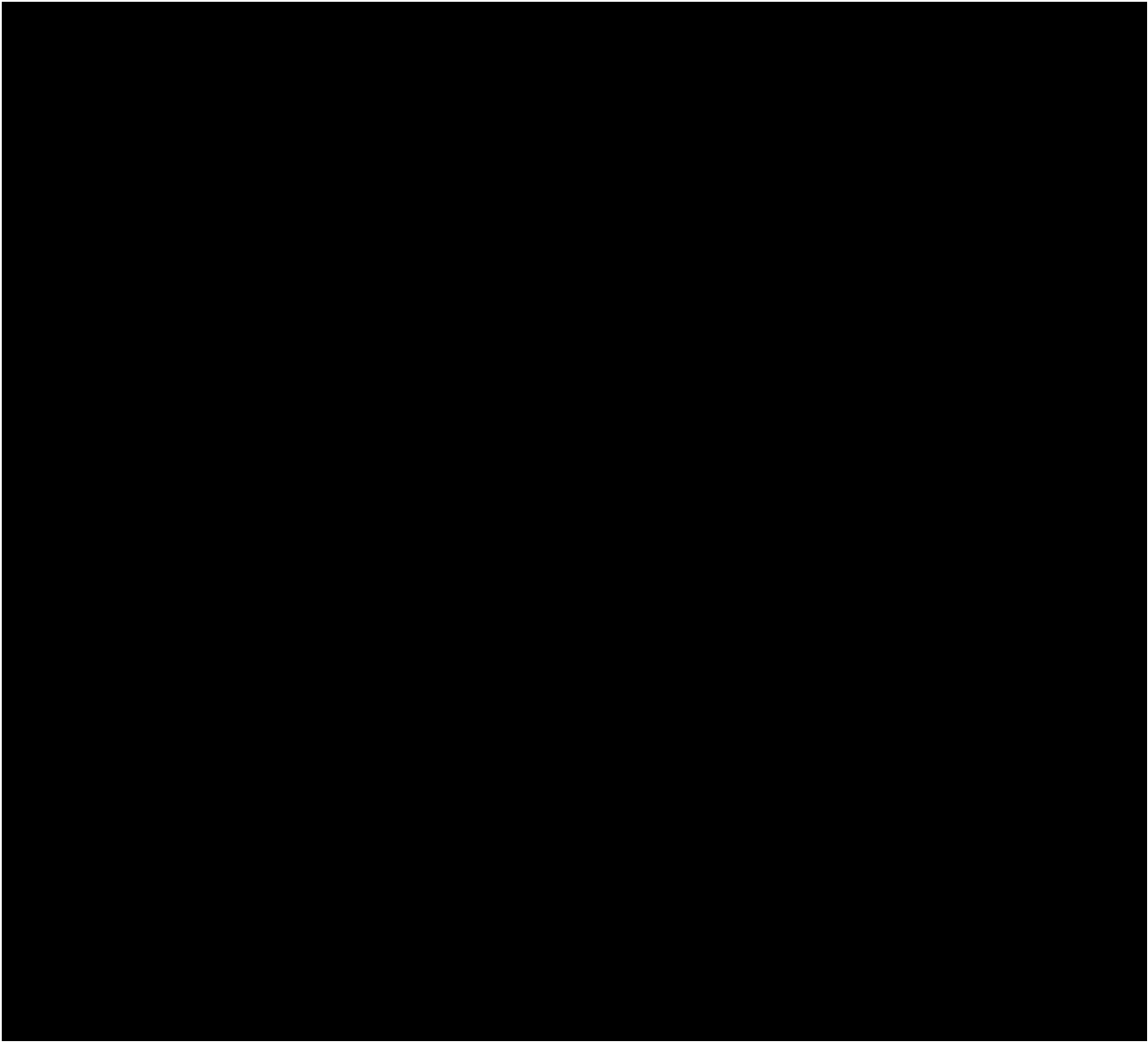


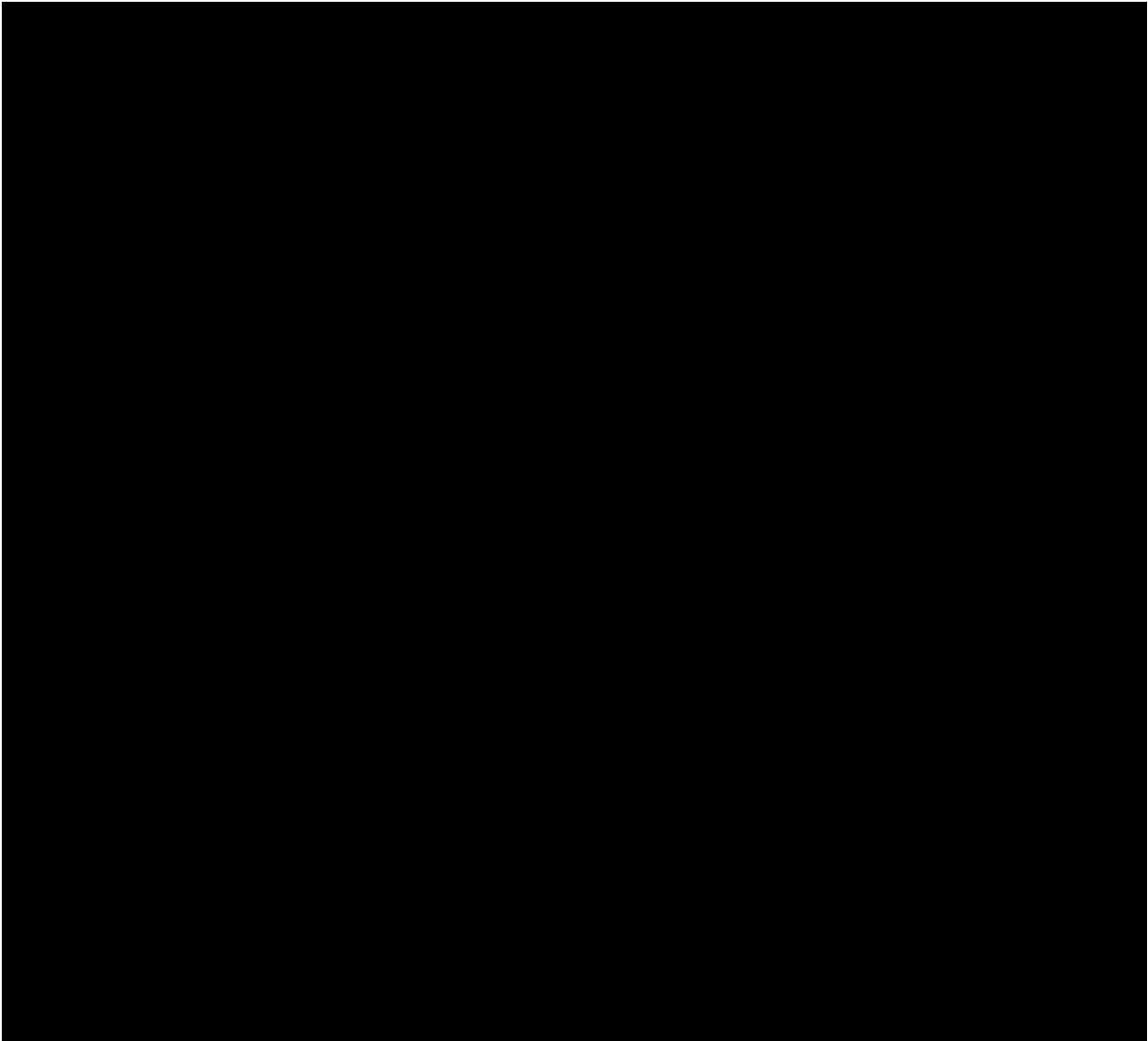


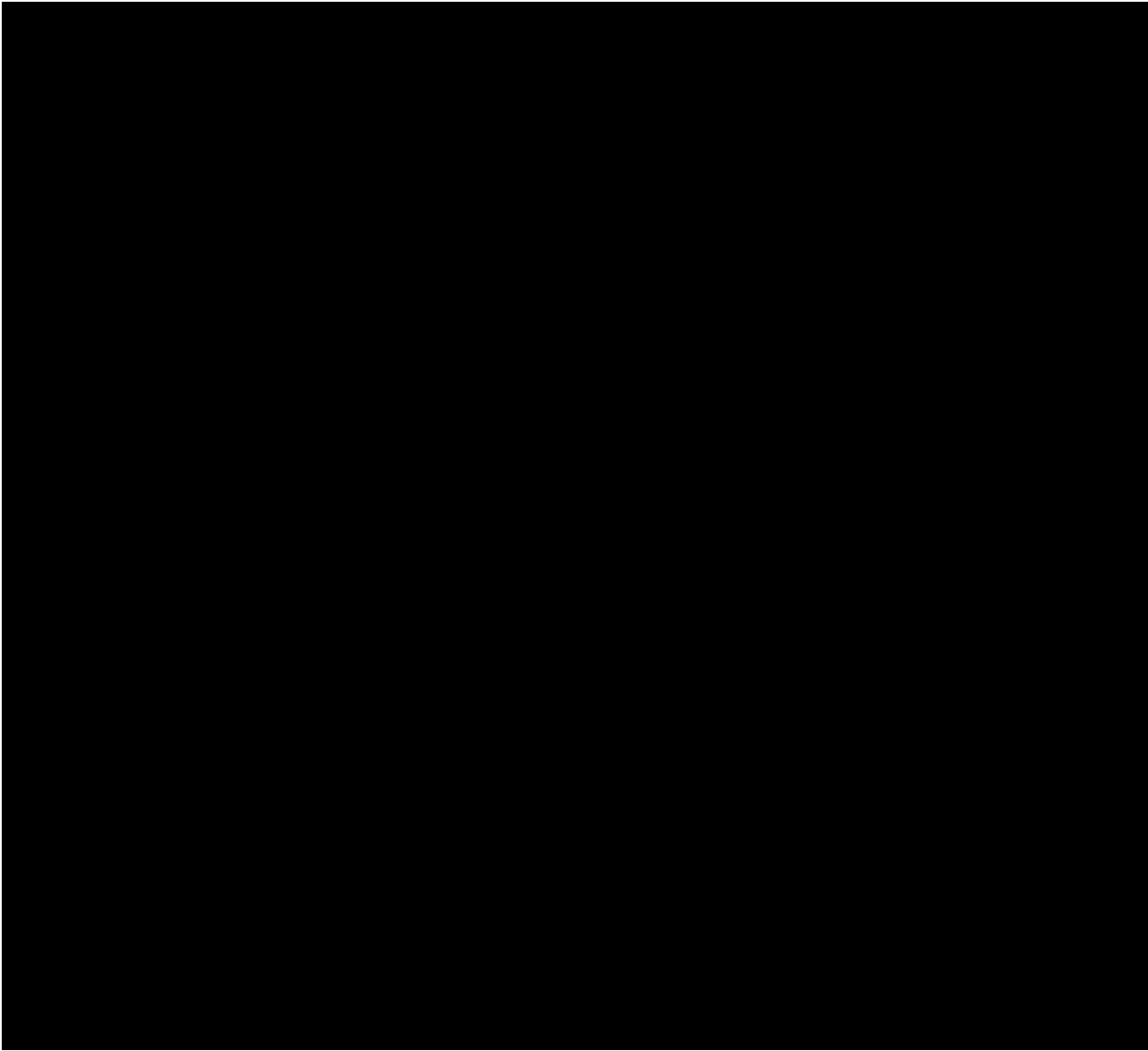


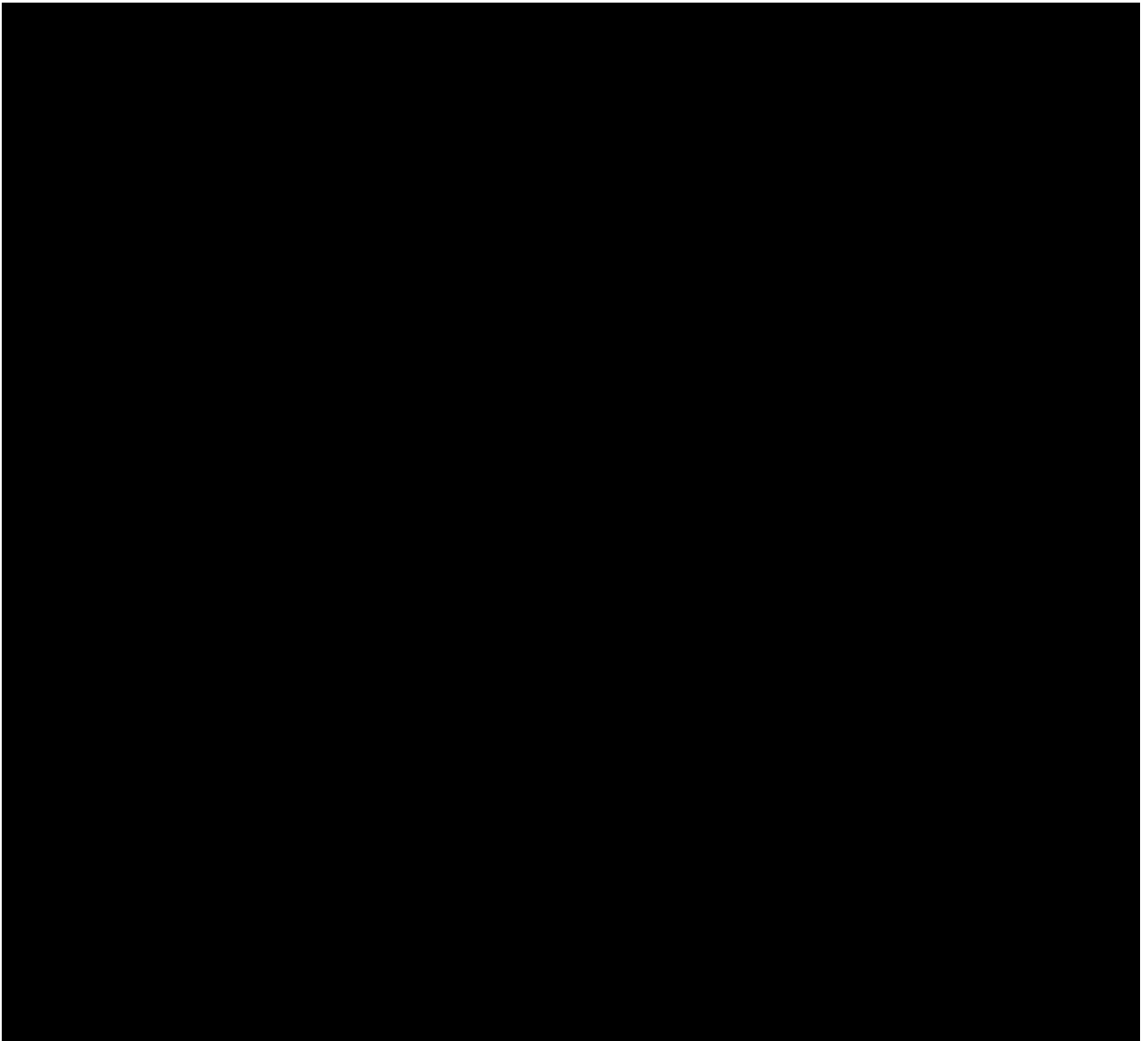


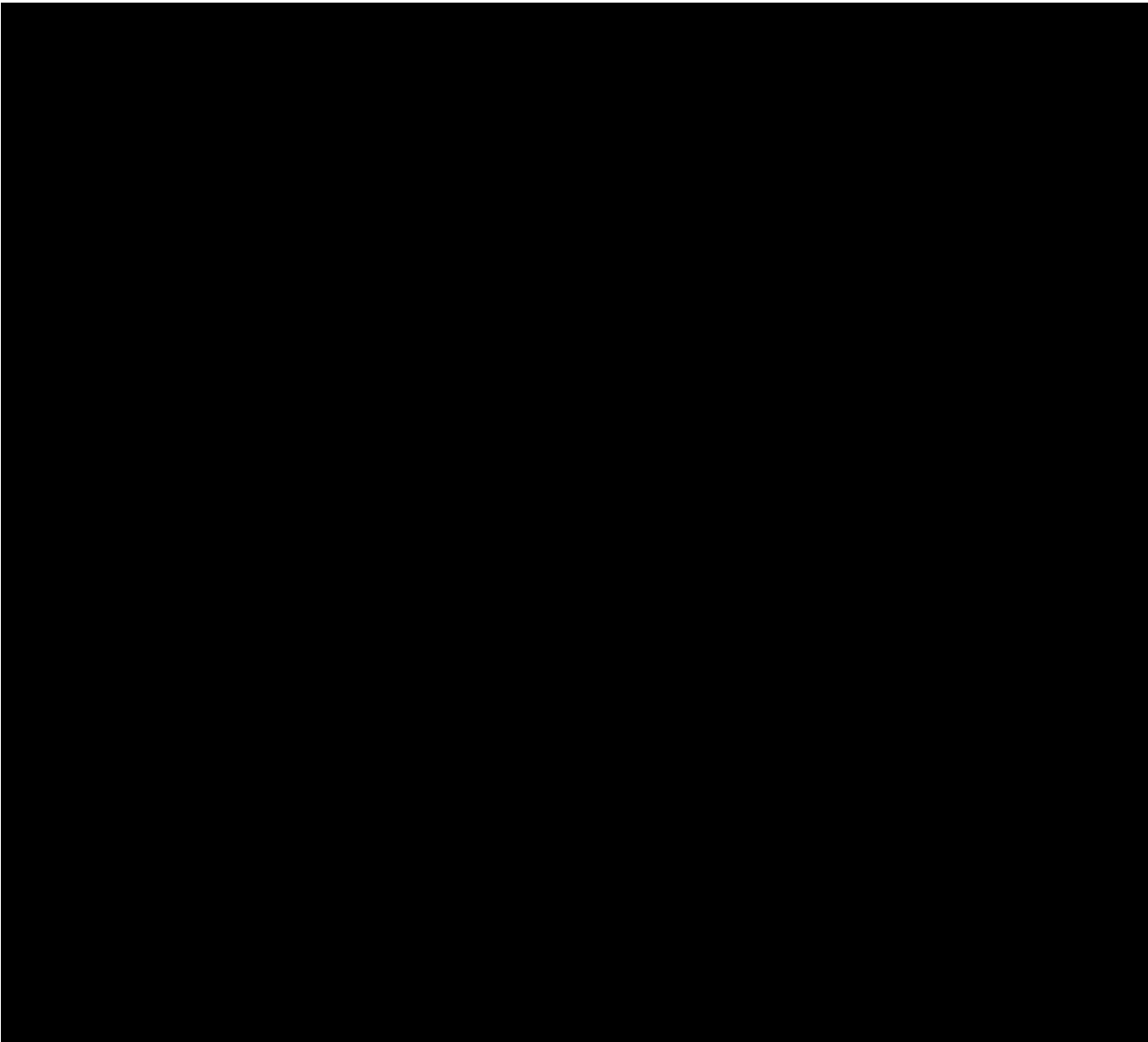


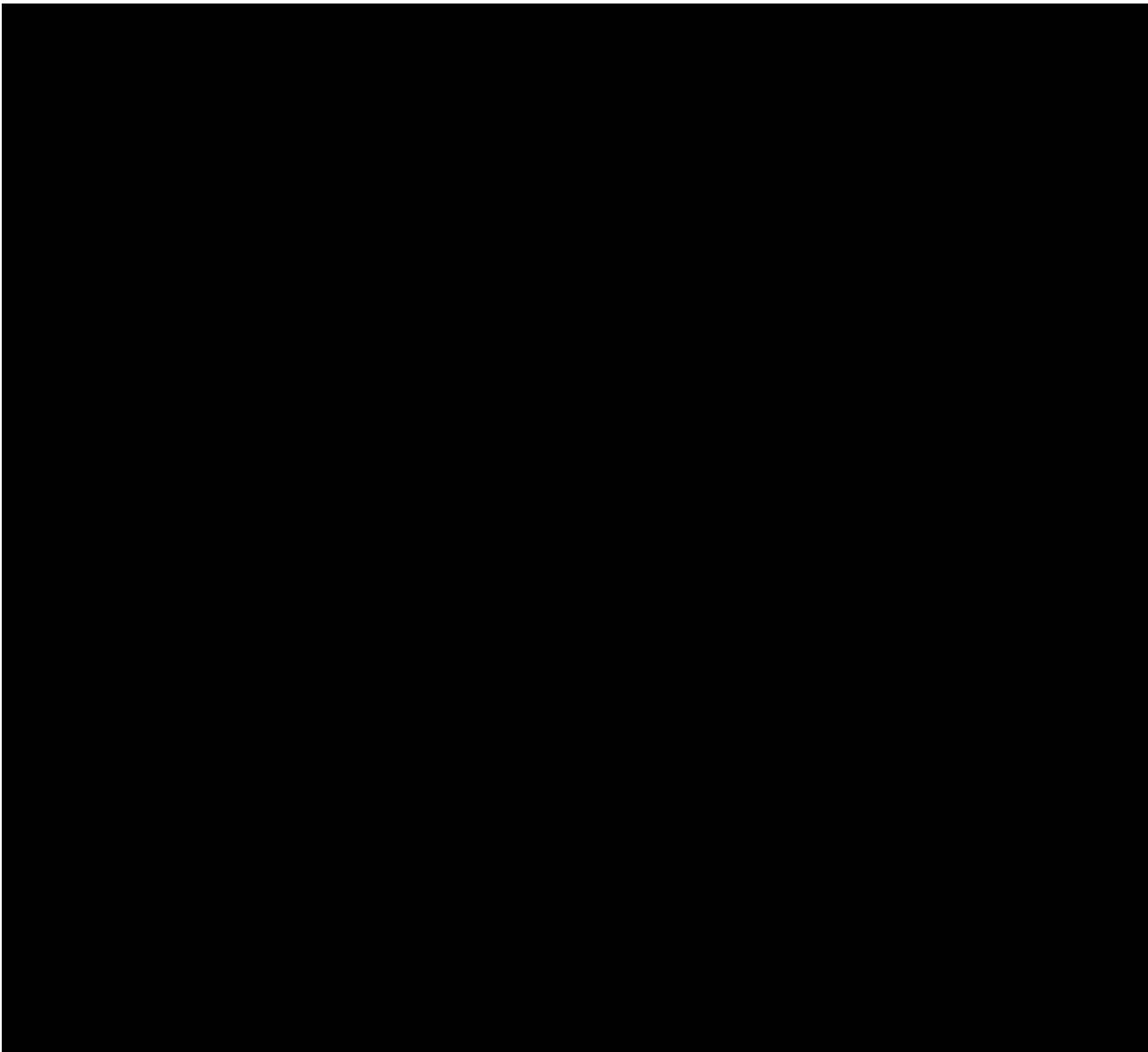


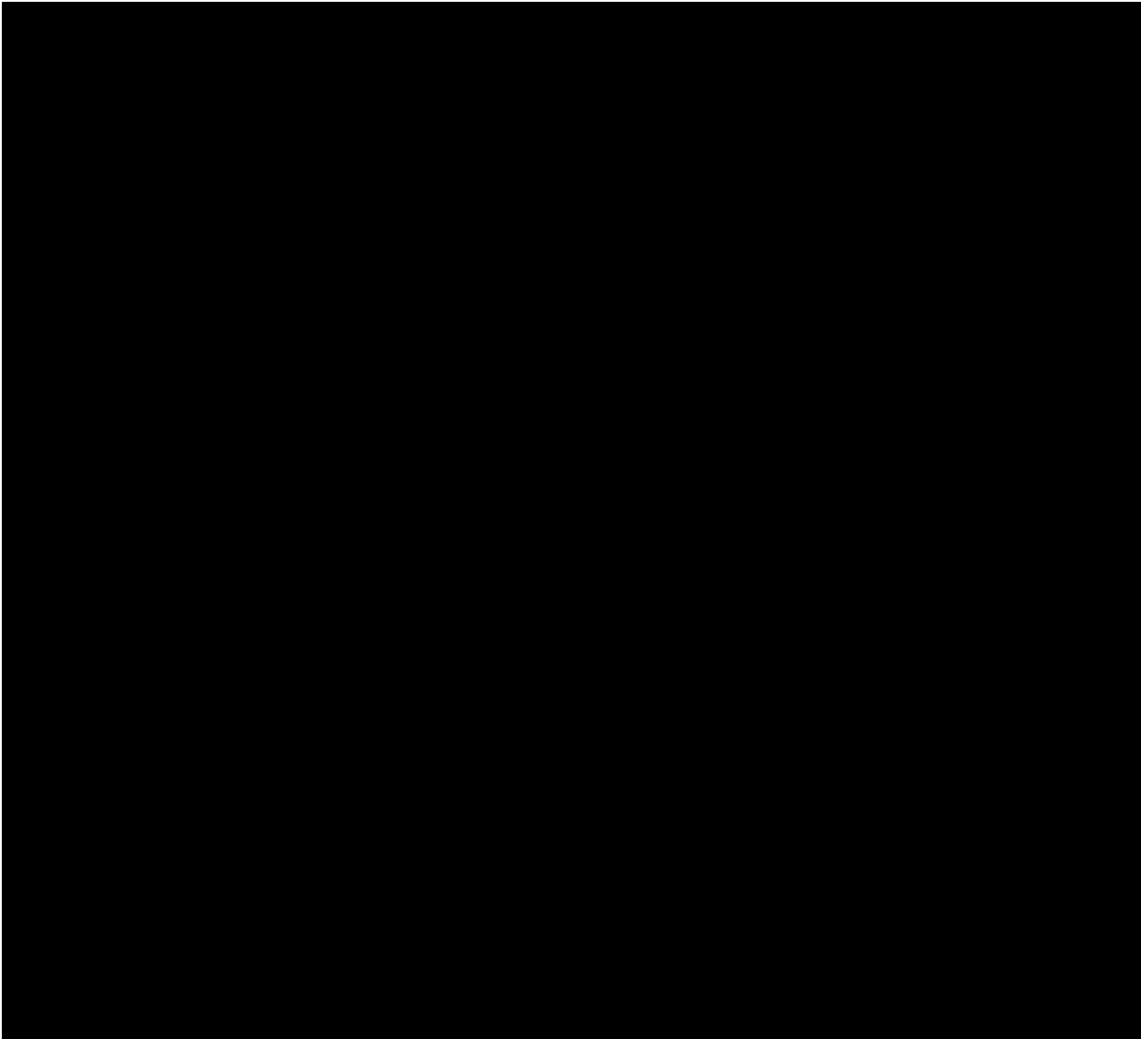


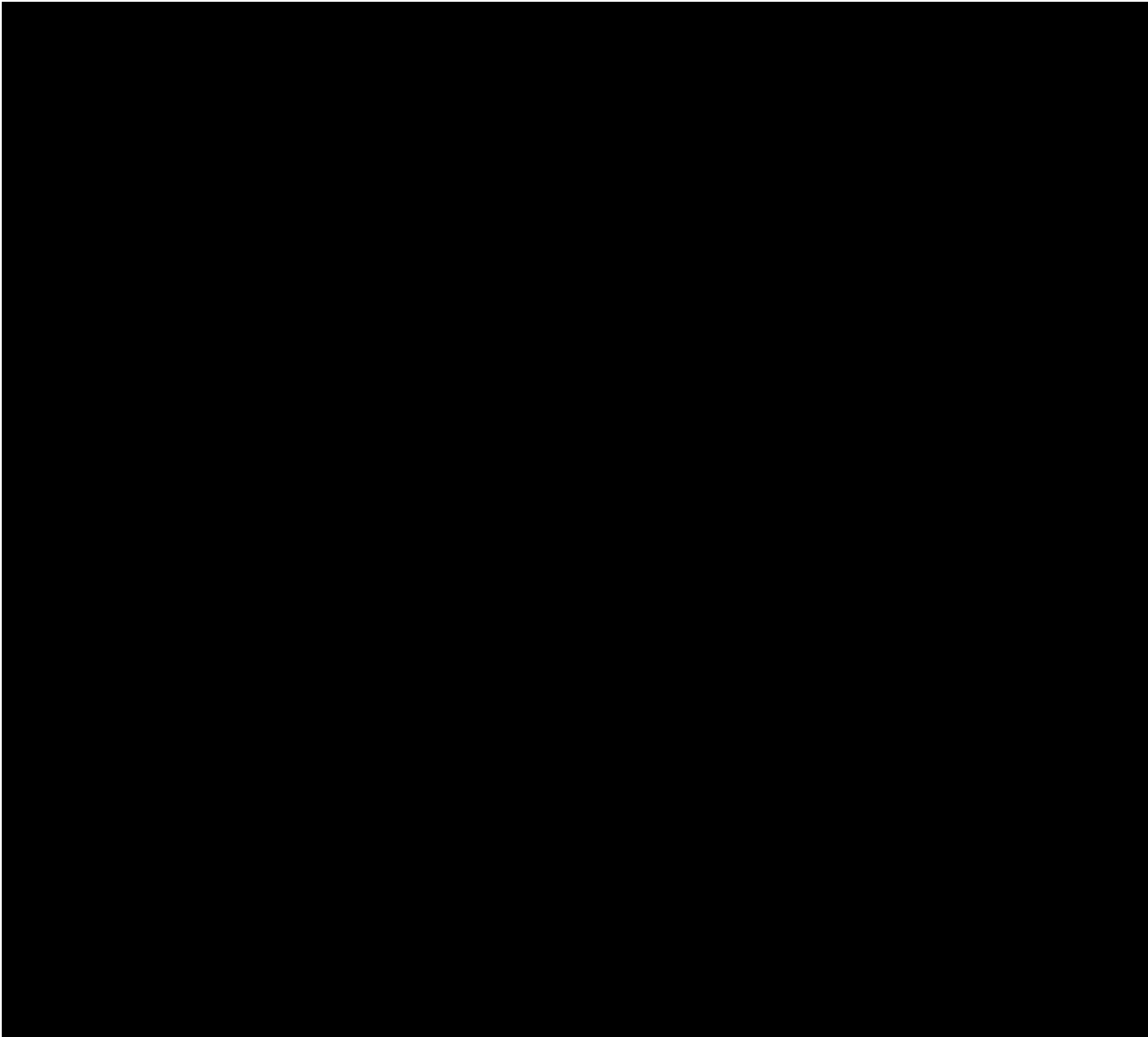


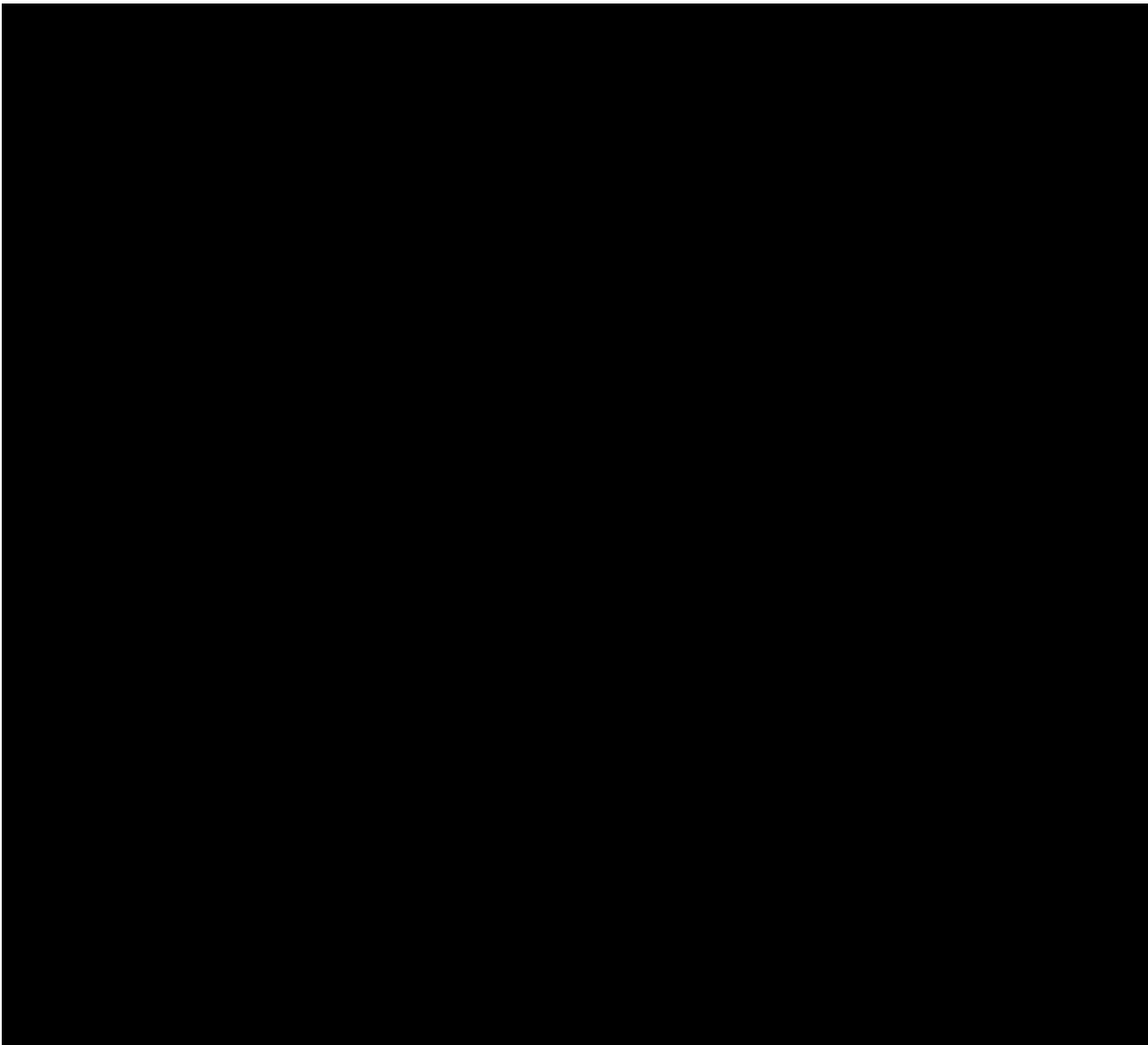


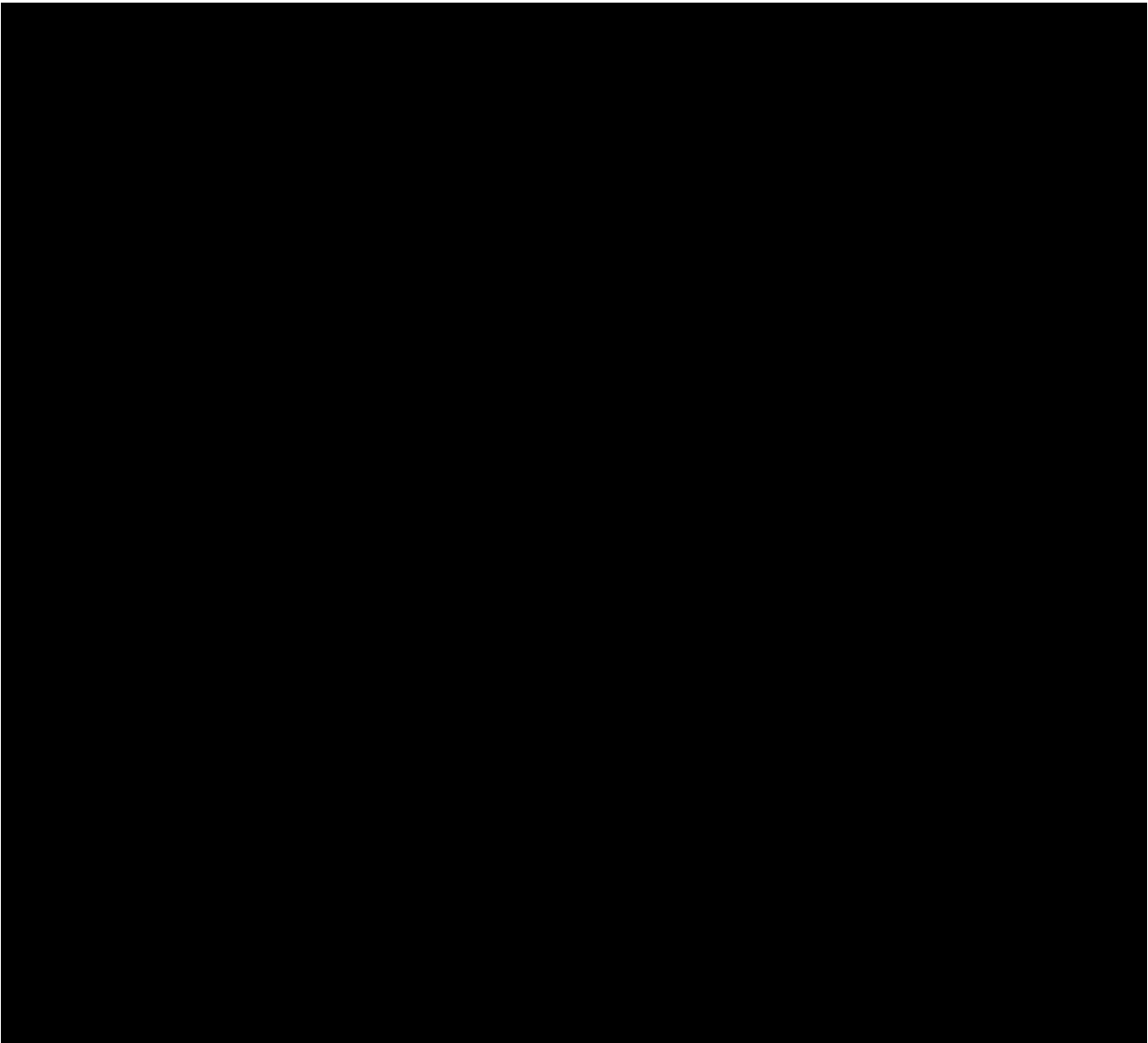


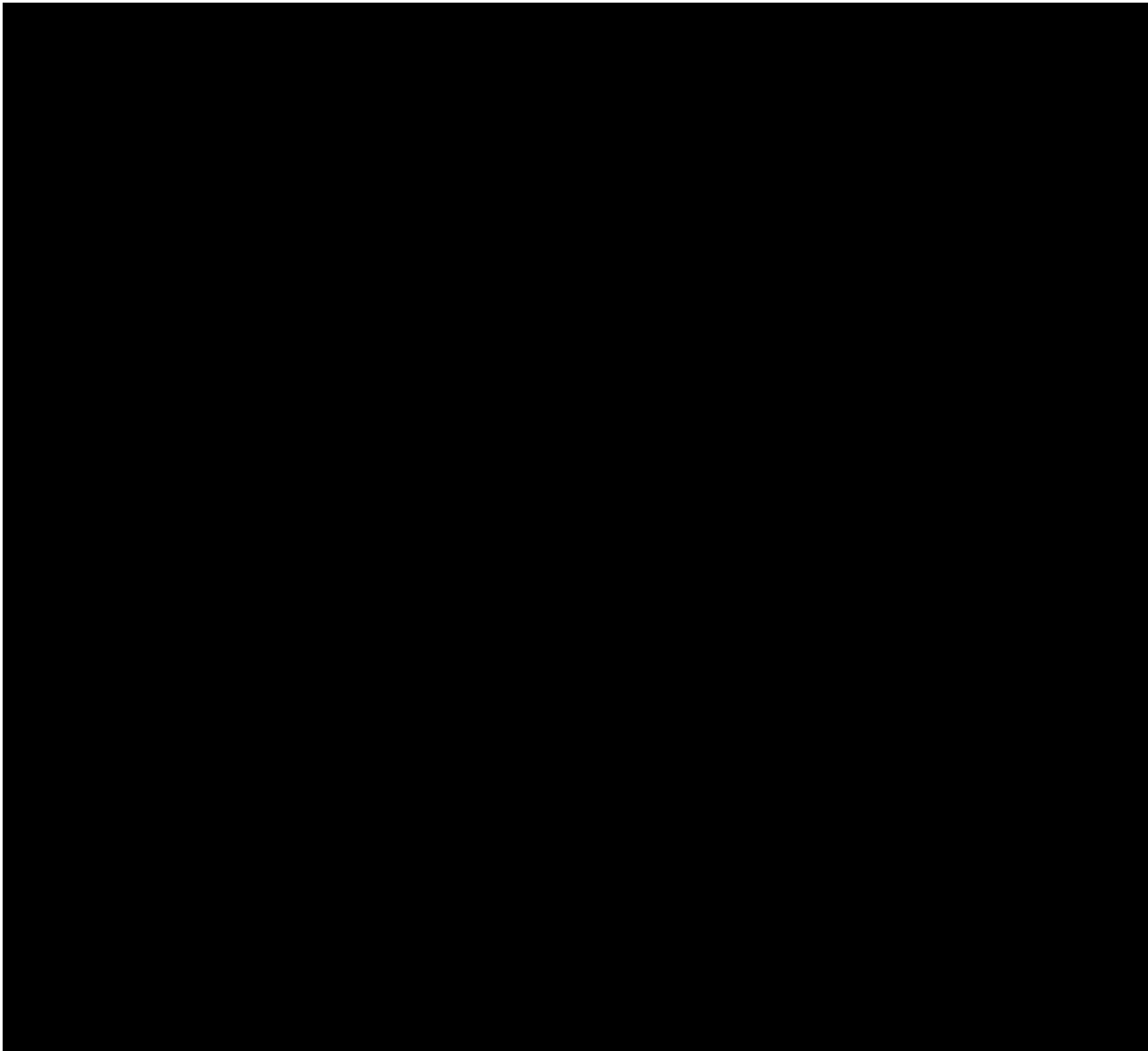


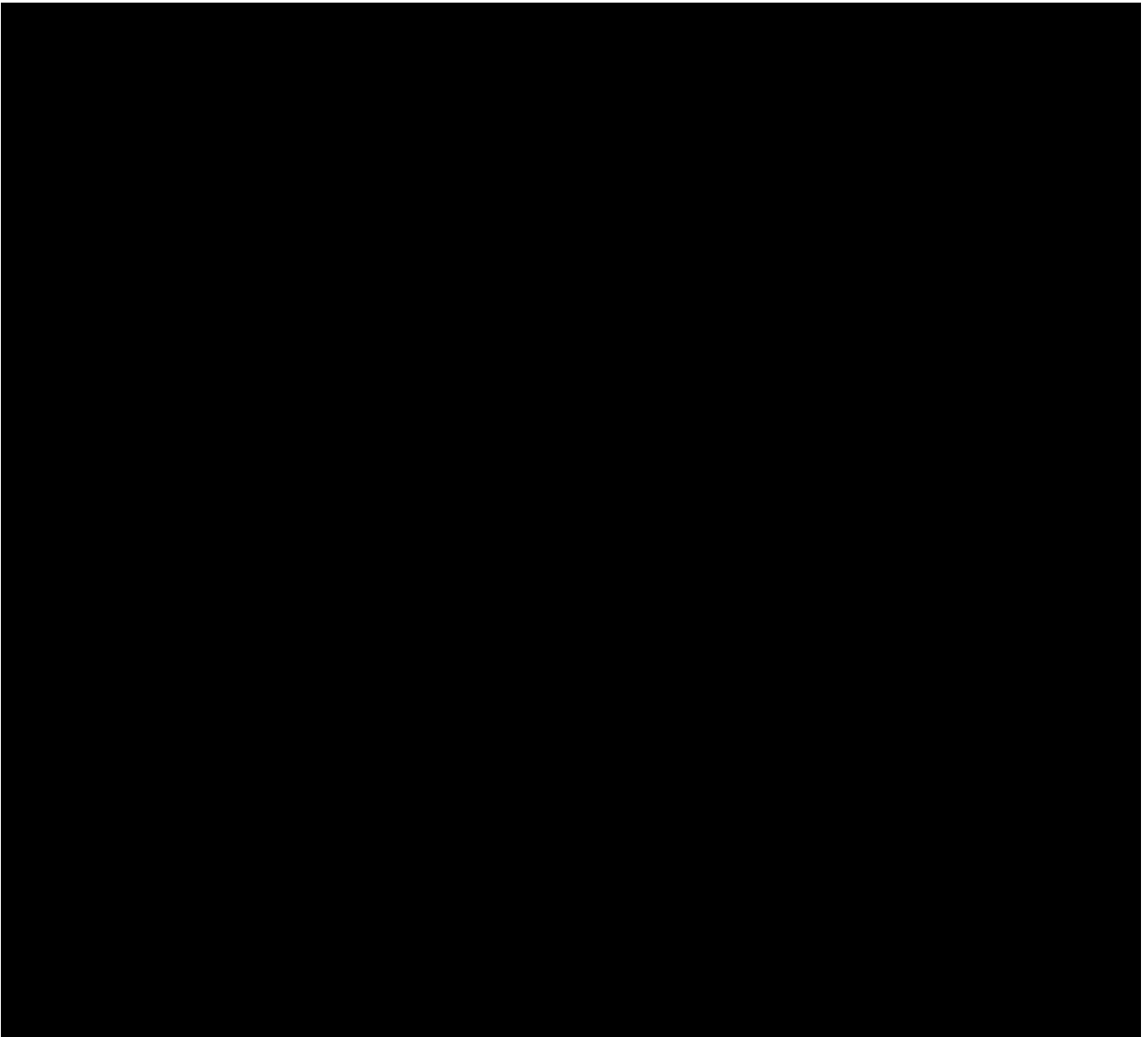


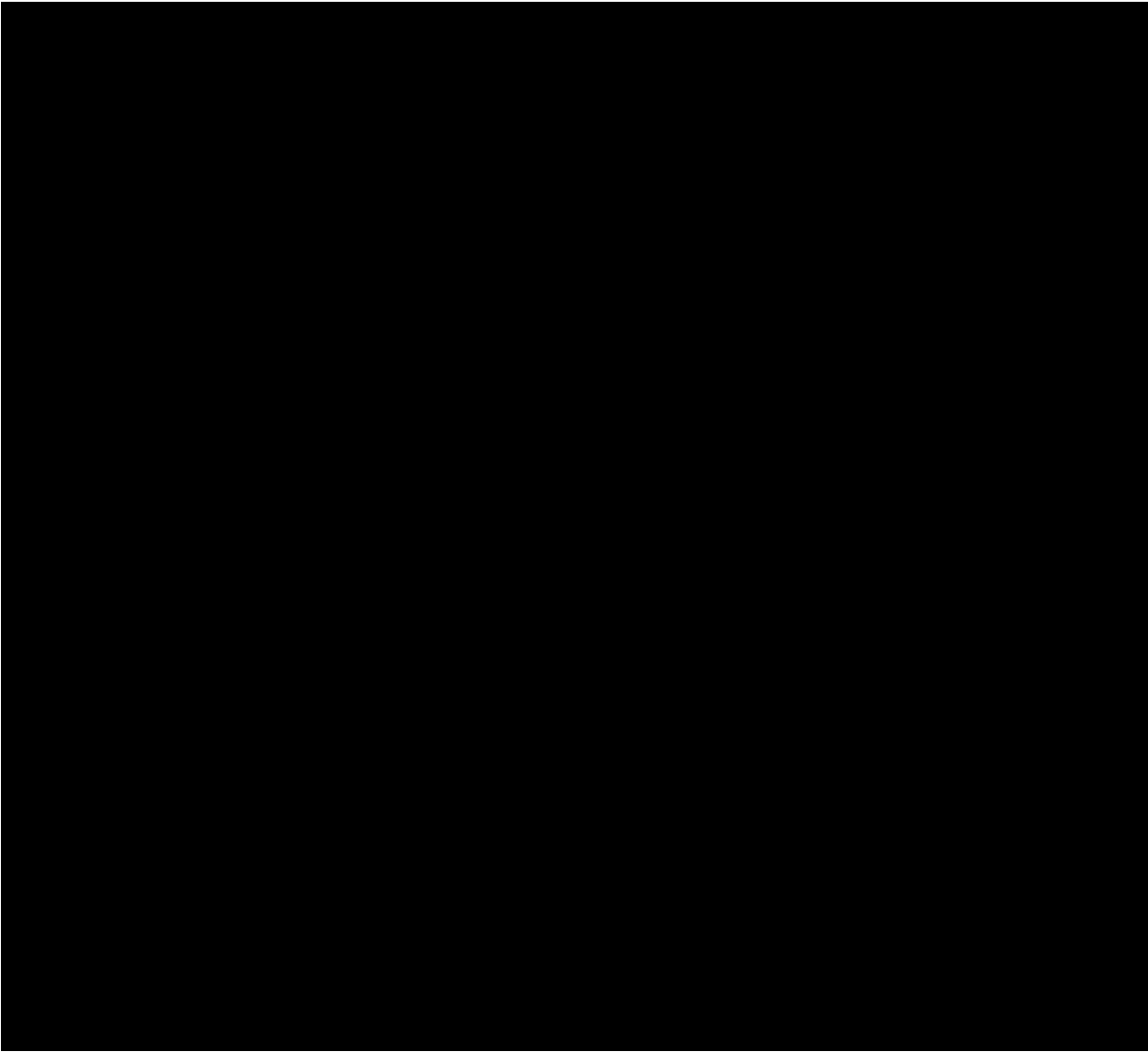


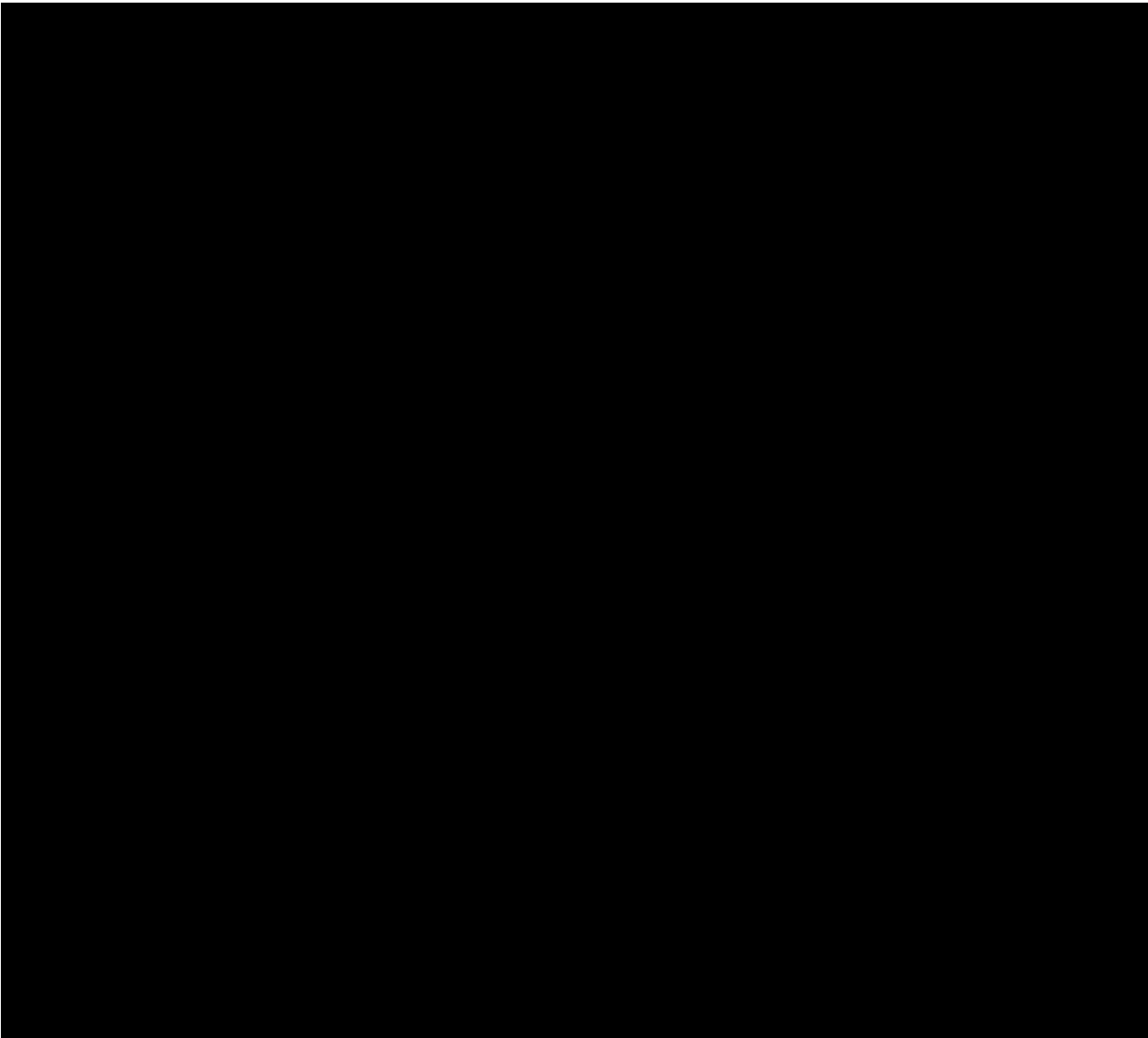












SCHEDULE 10: COMMERCIALLY SENSITIVE INFORMATION

- 1 The Department acknowledges that the Contractor has requested that the following information be treated as Commercially Sensitive Information:

Commercially Sensitive Information	Duration of Sensitivity
Contractors Solution	Duration of Framework Agreement
Contractors Personnel	Duration of Framework Agreement
Pricing	Duration of Framework Agreement
Subcontractors	Duration of Framework Agreement

- 2 The Department will consult with the Contractor on any request for information, identified as Commercially Sensitive, under the FOIA.
- 3 The Department reserves the right to disclose any Commercially Sensitive Information held within this Contract in response to a request under the FOIA as set out at clause 13 of this Contract.
- 4 The Department will automatically publish all information provided by the Contractor not identified in this Schedule as constituting Commercially Sensitive Information provided that it satisfies the requirements of the FOIA.
- 5 The Department reserves the right to determine whether any information provided in this Schedule does constitute Commercially Sensitive Information prior to publication.

SCHEDULE 11 - SERVICE CONTINUITY PLAN

1. DEFINITIONS

1.1. In this Schedule, the following definitions shall apply:

“Business Continuity Plan”	has the meaning given in paragraph 2.2.1.2;
“Business Continuity Services”	has the meaning given in paragraph 4.2.2;
“Department”	a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics: Government Department; or Non-Ministerial Department;
“Disaster”	the occurrence of one or more events which, either separately or cumulatively, mean that the Services, or a material part of the Services will be unavailable for a period of 3 months or which is reasonably anticipated will mean that the Services or a material part of the Services will be unavailable for that period;
“Disaster Recovery Plan”	has the meaning given in paragraph 2.2.1.3;
“Disaster Recovery Services”	the services embodied in the processes and procedures for restoring the Services following the occurrence of a Disaster;
“Disaster Recovery System”	the system identified by the Contractor in the Contractor Solution which shall be used for the purpose of delivering the Disaster Recovery Services;
“Insolvency Continuity Plan”	has the meaning given in paragraph 2.2.1.4;
“Related Service Provider”	any person who provides services to the Department in relation to this Agreement from time to time;
“Review Report”	has the meaning given in paragraphs 7.2.1 to 7.2.3;
“Service Continuity Plan”	means the plan prepared pursuant to paragraph 2 of this Schedule which incorporates the Business Continuity Plan, Disaster Recovery Plan and the Insolvency Continuity Plan.

2. SERVICE CONTINUITY PLAN

2.1. Within 40 Working Days from the Contract Date the Contractor shall prepare and deliver to the Department for the Department’s written approval a Service Continuity Plan, which shall detail the processes and arrangements that the Contractor shall follow to:

- 2.1.1. ensure continuity of the business processes and operations supported by the Services following any failure or disruption of any element of the Services (including where caused by an Insolvency Event of the Contractor, any Key Sub-Contractor and/or any Contractor Group member); and
- 2.1.2. the recovery of the Services in the event of a Disaster.

2.2. The Service Continuity Plan shall:

- 2.2.1. be divided into four parts:
 - 2.2.1.1. Part A which shall set out general principles applicable to the Service Continuity Plan;
 - 2.2.1.2. Part B which shall relate to business continuity (the **“Business Continuity Plan”**);

- 2.2.1.3. Part C which shall relate to disaster recovery (the “**Disaster Recovery Plan**”);
- 2.2.1.4. Part D which shall relate to an Insolvency Event of the Contractor, any Key Sub-Contractors and/or any Contractor Group member (the “**Insolvency Continuity Plan**”); and
- 2.2.2. unless otherwise required by the Department in writing, be based upon and be consistent with the provisions of paragraphs 3, 4, 5 and 6.
- 2.3. Following receipt of the draft Service Continuity Plan from the Contractor, the Department shall:
 - 2.3.1. review and comment on the draft Service Continuity Plan as soon as reasonably practicable; and
 - 2.3.2. notify the Contractor in writing that it approves or rejects the draft Service Continuity Plan no later than 20 Working Days after the date on which the draft Service Continuity Plan is first delivered to the Department.
- 2.4. If the Department rejects the draft Service Continuity Plan:
 - 2.4.1. the Department shall inform the Contractor in writing of its reasons for its rejection; and the Contractor shall then revise the draft Service Continuity Plan (taking reasonable account of the Department's comments) and shall re-submit a revised draft Service Continuity Plan to the Department for the Department's approval within 20 Working Days of the date of the Department's notice of rejection. The provisions of paragraph 2.3 shall apply again to any resubmitted draft Service Continuity Plan, provided that either Party may refer any disputed matters for resolution by the Dispute Resolution Procedure at any time.
- 3. SERVICE CONTINUITY PLAN: PART A – GENERAL PRINCIPLES AND REQUIREMENTS**
- 3.1. Part A of the Service Continuity Plan shall:
 - 3.1.1. set out how the business continuity, disaster recovery and insolvency continuity elements of the plan link to each other;
 - 3.1.2. provide details of how the invocation of any element of the Service Continuity Plan may impact upon the operation of the Services and any services provided to the Department by a Related Service Provider; contain an obligation upon the Contractor to liaise with the Department and (at the Department's request) any Related Service Provider with respect to issues concerning business continuity, disaster recovery and insolvency continuity where applicable;
 - 3.1.3. detail how the Service Continuity Plan links and interoperates with any overarching and/or connected disaster recovery, business continuity and/or insolvency continuity plan of the Department and any of its other Related Service Providers in each case as notified to the Contractor by the Department from time to time; contain a communication strategy including details of an incident and problem management service and advice and help desk facility which can be accessed via multi-channels (including but without limitation a web-site (with FAQs), e-mail, phone and fax) for both portable and desk top configurations, where required by the Department;
- 3.2. contain a risk analysis, including:
 - 3.2.1. failure or disruption scenarios and assessments and estimates of frequency of occurrence; identification of any single points of failure within the Services and processes for managing the risks arising there from;
 - 3.2.2. identification of risks arising from the interaction of the Services with the Services provided by a Related Service Provider;
 - 3.2.3. identification of risks arising from an Insolvency Event of the Contractor, any Key Sub-Contractors and/or Contractor Group member; and a business impact analysis (detailing the impact on business processes and operations) of different anticipated failures or disruptions;

- 3.2.4. provide for documentation of processes, including business processes, and procedures; set out key contact details (including roles and responsibilities) for the Contractor (and any Sub-Contractors) and for the Department; identify the procedures for reverting to “normal service”;
 - 3.2.5. set out method(s) of recovering or updating data collected (or which ought to have been collected) during a failure or disruption to ensure that there is no more than the accepted amount of data loss and to preserve data integrity;
 - 3.2.6. identify the responsibilities (if any) that the Department has agreed it will assume in the event of the invocation of the Service Continuity Plan; and
 - 3.2.7. provide for the provision of technical advice and assistance to key contacts at the Department as notified by the Department from time to time to inform decisions in support of the Department’s business continuity plans.
- 3.3. The Service Continuity Plan shall be designed so as to ensure that:
- 3.3.1. the Services are provided in accordance with this Agreement at all times during and after the invocation of the Service Continuity Plan;
 - 3.3.2. the adverse impact of any Disaster; service failure; an Insolvency Event of the Contractor, any Key Sub-Contractor and/or any Contractor Group member; or disruption on the operations of the Department, is minimal as far as reasonably possible; it complies with the relevant provisions of ISO/IEC 22301 and all other industry standards from time to time in force; and
 - 3.3.3. there is a process for the management of disaster recovery testing detailed in the Service Continuity Plan.
- 3.4. The Service Continuity Plan shall be upgradeable and sufficiently flexible to support any changes to the Services, to the business processes facilitated by and the business operations supported by the Services, and/or changes to the Contractor Group structure.
- 3.5. The Contractor shall not be entitled to any relief from its obligations under the Performance Indicators or to any increase in the Charges to the extent that a Disaster occurs as a consequence of any breach by the Contractor of this Agreement.
- 4. SERVICE CONTINUITY PLAN: PART B – BUSINESS CONTINUITY PRINCIPLES AND CONTENTS**
- 4.1. The Business Continuity Plan shall set out the arrangements that are to be invoked to ensure that the business processes and operations facilitated by the Services remain supported and to ensure continuity of the business operations supported by the Services including, unless the Department expressly states otherwise in writing:
- 4.1.1. the alternative processes (including business processes), options and responsibilities that may be adopted in the event of a failure in or disruption to the Services; and
 - 4.1.2. the steps to be taken by the Contractor upon resumption of the Services in order to address any prevailing effect of the failure or disruption including a root cause analysis of the failure or disruption.
- 4.2. The Business Continuity Plan shall:
- 4.2.1. address the various possible levels of failures of or disruptions to the Services;
 - 4.2.2. set out the Services to be provided and the steps to be taken to remedy the different levels of failures of and disruption to the Services (such services and steps, the “**Business Continuity Services**”);
 - 4.2.3. specify any applicable Performance Indicators with respect to the provision of the Business Continuity Services and details of any agreed relaxation to the Performance Indicators in respect of other Services during any period of invocation of the Business Continuity Plan; and

- 4.2.4. clearly set out the conditions and/or circumstances under which the Business Continuity Plan is invoked.

5. SERVICE CONTINUITY PLAN: PART C – DISASTER RECOVERY PRINCIPLES AND CONTENTS

- 5.1. The Disaster Recovery Plan shall be designed so as to ensure that upon the occurrence of a Disaster the Contractor ensures continuity of the business operations of the Department supported by the Services following any Disaster or during any period of service failure or disruption with, as far as reasonably possible, minimal adverse impact.
- 5.2. The Disaster Recovery Plan shall be invoked only upon the occurrence of a Disaster.
- 5.3. The Disaster Recovery Plan shall include the following:
 - 5.3.1. the technical design and build specification of the Disaster Recovery System;
 - 5.3.2. details of the procedures and processes to be put in place by the Contractor in relation to the Disaster Recovery System and the provision of the Disaster Recovery Services and any testing of the same including but not limited to the following:
 - 5.3.2.1. data centre and disaster recovery site audits; backup methodology and details of the Contractor's approach to data back-up and data verification;
 - 5.3.2.2. identification of all potential disaster scenarios; risk analysis; documentation of processes and procedures; hardware configuration details; network planning including details of all relevant data networks and communication links; invocation rules;
 - 5.3.2.3. Service recovery procedures; and
 - 5.3.2.4. steps to be taken upon resumption of the Services to address any prevailing effect of the failure or disruption of the Services;
 - 5.3.2.5. any applicable Performance Indicators with respect to the provision of the Disaster Recovery Services and details of any agreed relaxation to the Performance Indicators in respect of other Services during any period of invocation of the Disaster Recovery Plan;
 - 5.3.2.6. details of how the Contractor shall ensure compliance with security standards ensuring that compliance is maintained for any period during which the Disaster Recovery Plan is invoked;
 - 5.3.2.7. access controls to any disaster recovery sites used by the Contractor in relation to its obligations pursuant to this Schedule; and
 - 5.3.2.8. testing and management arrangements.

6. SERVICE CONTINUITY PLAN: PART D – INSOLVENCY CONTINUITY PLAN PRINCIPLES AND CONTENTS

- 6.1. The Insolvency Continuity Plan shall be designed by the Contractor to permit continuity of the business operations of the Department supported by the Services through continued provision of the Services following an Insolvency Event of the Contractor, any Key Sub-Contractor and/or any Contractor Group member with, as far as reasonably possible, minimal adverse impact.
- 6.2. The Insolvency Continuity Plan shall include the following:
 - 6.2.1. communication strategies which are designed to minimise the potential disruption to the provision of the Services, including key contact details in respect of the supply chain and key contact details for operational and contract Contractor Personnel, Key Sub-Contractor personnel and Contractor Group member personnel;
 - 6.2.2. identification, explanation, assessment and an impact analysis of risks in respect of dependencies between the Contractor, Key Sub-Contractors and Contractor Group members where failure of those dependencies could reasonably have an adverse impact on the Services;

- 6.2.3. plans to manage and mitigate identified risks;
- 6.2.4. details of the roles and responsibilities of the Contractor, Key Sub-Contractors and/or Contractor Group members to minimise and mitigate the effects of an Insolvency Event of such persons on the Services;
- 6.2.5. details of the recovery team to be put in place by the Contractor (which may include representatives of the Contractor, Key Sub-Contractors and Contractor Group members); and
- 6.2.6. sufficient detail to enable an appointed insolvency practitioner to invoke the plan in the event of an Insolvency Event of the Contractor.

7. REVIEW AND AMENDMENT OF THE SERVICE CONTINUITY PLAN

- 7.1. The Contractor shall review and update the Service Continuity Plan (and the risk analysis on which it is based):
 - 7.1.1. on a regular basis and as a minimum once every six (6) months;
 - 7.1.2. within three calendar months of the Service Continuity Plan (or any part) having been invoked pursuant to paragraph 9;
 - 7.1.3. within 14 days of a Financial Distress Event;
 - 7.1.4. within 30 days of a Corporate Change Event; and
 - 7.1.5. where the Department requests any additional reviews (over and above those provided for in paragraphs 7.1.1 to 7.1.4) by notifying the Contractor to such effect in writing, whereupon the Contractor shall conduct such reviews in accordance with the Department's written requirements. Prior to starting its review, the Contractor shall provide an accurate written estimate of the total costs payable by the Department for the Department's approval. The costs of both Parties of any such additional reviews shall be met by the Department except that the Contractor shall not be entitled to charge the Department for any costs that it may incur above any estimate without the Department's prior written approval.
- 7.2. Each review of the Service Continuity Plan pursuant to paragraph 7.1 shall be a review of the procedures and methodologies set out in the Service Continuity Plan and shall assess their suitability having regard to any change to the Services or any underlying business processes and operations facilitated by or supported by the Services which have taken place since the later of the original approval of the Service Continuity Plan or the last review of the Service Continuity Plan and shall also have regard to any occurrence of any event since that date (or the likelihood of any such event taking place in the foreseeable future) which may increase the likelihood of the need to invoke the Service Continuity Plan. The review shall be completed by the Contractor within the period required by the Service Continuity Plan or, if no such period is required, within such period as the Department shall reasonably require. The Contractor shall, within 20 Working Days of the conclusion of each such review of the Service Continuity Plan, provide to the Department a report (a "**Review Report**") setting out:
 - 7.2.1. the findings of the review;
 - 7.2.2. any changes in the risk profile associated with the Services; and
 - 7.2.3. the Contractor's proposals (the "**Contractor's Proposals**") for addressing any changes in the risk profile and its proposals for amendments to the Service Continuity Plan following the review detailing the impact (if any and to the extent that the Contractor can reasonably be expected to be aware of the same) that the implementation of such proposals may have on any services or systems provided by a third party.
- 7.3. Following receipt of the Review Report and the Contractor's Proposals, the Department shall:
 - 7.3.1. review and comment on the Review Report and the Contractor's Proposals as soon as reasonably practicable; and

- 7.3.2. notify the Contractor in writing that it approves or rejects the Review Report and the Contractor's Proposals no later than 20 Working Days after the date on which they are first delivered to the Department.
- 7.4. If the Department rejects the Review Report and/or the Contractor's Proposals: the Department shall inform the Contractor in writing of its reasons for its rejection; and the Contractor shall then revise the Review Report and/or the Contractor's Proposals as the case may be (taking reasonable account of the Department's comments and carrying out any necessary actions in connection with the revision) and shall re-submit a revised Review Report and/or revised Contractor's Proposals to the Department for the Department's approval within 20 Working Days of the date of the Department's notice of rejection. The provisions of paragraph 7.3 and this paragraph 7.4 shall apply again to any resubmitted Review Report and Contractor's Proposals, provided that either Party may refer any disputed matters for resolution by the Dispute Resolution Procedure at any time.
- 7.5. The Contractor shall as soon as is reasonably practicable after receiving the Department's approval of the Contractor's Proposals (having regard to the significance of any risks highlighted in the Review Report) effect any change in its practices or procedures necessary so as to give effect to the Contractor's Proposals. Any such change shall be at the Contractor's expense unless it can be reasonably shown that the changes are required because of a material change to the risk profile of the Services.
- 8. TESTING OF THE SERVICE CONTINUITY PLAN**
- 8.1. The Contractor shall test the Service Continuity Plan on a regular basis (and in any event not less than once in every Contract Year). Subject to paragraph 8.2, the Department may require the Contractor to conduct additional tests of some or all aspects of the Service Continuity Plan at any time where the Department considers it necessary, including where there has been any change to the Services or any underlying business processes, or on the occurrence of any event which may increase the likelihood of the need to implement the Service Continuity Plan.
- 8.2. If the Department requires an additional test of the Service Continuity Plan, it shall give the Contractor written notice and the Contractor shall conduct the test in accordance with the Department's requirements and the relevant provisions of the Service Continuity Plan. The Contractor's costs of the additional test shall be borne by the Department unless the Service Continuity Plan fails the additional test in which case the Contractor's costs of that failed test shall be borne by the Contractor.
- 8.3. The Contractor shall undertake and manage testing of the Service Continuity Plan in full consultation with the Department and shall liaise with the Department in respect of the planning, performance, and review, of each test, and shall comply with the reasonable requirements of the Department in this regard. Each test shall be carried out under the supervision of the Department or its nominee.
- 8.4. The Contractor shall ensure that any use by it or any Sub-Contractor of "live" data in such testing is first approved with the Department. Copies of live test data used in any such testing shall be (if so required by the Department) destroyed or returned to the Department on completion of the test.
- 8.5. The Contractor shall, within 20 Working Days of the conclusion of each test, provide to the Department a report setting out:
- 8.5.1. the outcome of the test; any failures in the Service Continuity Plan (including the Service Continuity Plan's procedures) revealed by the test; and
- 8.5.2. the Contractor's proposals for remedying any such failures.
- 8.6. Following each test, the Contractor shall take all measures requested by the Department, (including requests for the re-testing of the Service Continuity Plan) to remedy any failures in the Service Continuity Plan and such remedial activity and re-testing shall be completed by the Contractor, at no additional cost to the Department, by the date reasonably required by the Department and set out in such notice.
- 8.7. For the avoidance of doubt, the carrying out of a test of the Service Continuity Plan (including a test of the Service Continuity Plan's procedures) shall not relieve the Contractor of any of its obligations under this Agreement.

- 8.8. The Contractor shall also perform a test of the Service Continuity Plan in the event of any major reconfiguration of the Services or as otherwise reasonably requested by the Department.

9. INVOCATION OF THE SERVICE CONTINUITY PLAN

- 9.1. In the event of a loss of any critical part of the Service or a Disaster, the Contractor shall immediately invoke the business continuity and disaster recovery provisions in the Service Continuity Plan, including any linked elements in other parts of the Service Continuity Plan, and shall inform the Department promptly of such invocation. In all other instances the Contractor shall invoke the business continuity and disaster recovery plan elements only with the prior consent of the Department.
- 9.2. The Insolvency Continuity Plan element of the Service Continuity Plans, including any linked elements in other parts of the Service Continuity Plan, shall be invoked by the Contractor:
- 9.2.1. where an Insolvency Event of a Key Sub-Contractor and/or Contractor Group member (other than the Contractor) could reasonably be expected to adversely affect delivery of the Services; and/or
- 9.2.2. where there is an Insolvency Event of the Contractor and the insolvency arrangements enable the Contractor to invoke the plan;

SCHEDULE 12 – BREAKAGE COSTS

1. DEFINITIONS

1.1. In this Schedule, the following definitions shall apply:

“Applicable Contractor Personnel”	any Contractor Personnel who: (i) at the Termination Date: a) are employees of the Contractor; b) are Dedicated Contractor Personnel; c) have not transferred (and are not in scope to transfer at a later date) to the Department or the Replacement Contractor as a result of the operation of TUPE; and (ii) are dismissed or given notice of dismissal by the Contractor within: d) 40 Business Days of the Termination Date; or e) such longer period required by Law, their employment contract (as at the Termination Date) or an applicable collective agreement; and (iii) have not resigned or given notice of resignation prior to the date of their dismissal by the Contractor; and (iv) the Contractor can demonstrate to the satisfaction of the Department: a) are surplus to the Contractor's requirements after the Termination Date notwithstanding its obligation to provide services to its other customers; b) are genuinely being dismissed for reasons of redundancy; and c) have been selected for redundancy by the Contractor on objective grounds other than the fact that the Contractor is entitled to reimbursement under this provision in respect of such employees;
“Assets”	means all assets and rights used by the Contractor to provide the Services in accordance with this Contract but excluding any assets belonging to the Department;
“Breakage Costs Payment”	an amount equal to the Redundancy Costs and the Contract Breakage Costs as at the Termination Date as determined in accordance with Paragraph Error! Reference source not found.;
“Contract Breakage Costs”	the amounts payable by the Contractor to its Key Sub-Contractors or other third parties (as applicable) for terminating all relevant Key Sub-Contracts as a direct result of the early termination of this Contract;
“Dedicated Contractor Personnel”	all Contractor Personnel then assigned to the Services or any part of the Services. If the Contractor is unsure as to whether Contractor Personnel are or should be regarded as so assigned, it shall consult with the Department whose view shall be determinative provided that the employee has

been materially involved in the provision of the Services or any part of the Services;

“Former Contractor”

a contractor supplying services to the Department before the Relevant Transfer Date that are the same as or substantially similar to the Services (or any part of the Services) and shall include any Sub-Contractor of such contractor

“Redundancy Costs”

the total sum of any of the following sums paid to Applicable Contractor Personnel, each amount apportioned between the Contractor and the Department based on the time spent by such employee on the Services as a proportion of the total Service duration:

- (a) any statutory redundancy payment; and
- (b) in respect of an employee who was a Transferring Former Contractor Employee any contractual redundancy payment (or where such a contractual benefit on redundancy is a benefit payable from a pension scheme, the increase in cost to the Contractor as a net present value compared to the benefit payable on termination of employment without redundancy), provided that such employee was entitled to such contractual redundancy payment immediately prior to his or her transfer to the Contractor as a result of the operation of TUPE;

“Relevant Transfer”

a transfer of employment to which TUPE applies.

“Relevant Transfer Date”

in relation to a Relevant Transfer, the date upon which the Relevant Transfer takes place.

“Request for Estimate”

a written request sent by the Department to the Contractor, requiring that the Contractor provide it with an accurate estimate of the Breakage Costs Payment that would be payable if the Department exercised its right under Clause 25.11 (Termination) to terminate this Contract for convenience on a specified Termination Date;

“Termination Estimate”

has the meaning given in Paragraph **Error! Reference source not found.**;

“Transferring Former Contractor Employees”

in relation to a Former Contractor, those employees of the Former Contractor to whom TUPE will apply on the Relevant Transfer Date; and

2. BREAKAGE COSTS PAYMENT

2.1. The Contractor may recover through the Breakage Costs Payment only those costs incurred by the Contractor directly as a result of the termination of this Contract which:

- (a) would not have been incurred had this Contract continued until expiry of the Initial Contract Period, or in the event that the Contract Period has been extended, the expiry of the Extension Period;
- (b) are unavoidable, proven, reasonable, and not capable of recovery;
- (c) are incurred under arrangements or agreements that are directly associated with this Contract;
- (d) are not Contract Breakage Costs relating to contracts or Sub-Contracts with Affiliates of the Contractor; and

- (e) relate directly to the termination of the Services.

Limitation on Breakage Costs Payment

- 2.2. The Breakage Costs Payment shall not exceed the lower of:
 - (a) the relevant limit set out in Annex 1 (Maximum Breakage Costs); and
 - (b) 120% of the estimate for the Breakage Costs Payment set out in any relevant Termination Estimate.

Redundancy Costs

- 2.3. The Department shall not be liable under this Schedule for any costs associated with Contractor Personnel (whether relating to redundancy, redeployment or otherwise) other than the Redundancy Costs.
- 2.4. Where the Contractor can demonstrate that a member of Contractor Personnel will be made redundant following termination of this Contract, but redeployment of such person is possible and would offer value for money to the Department when compared with redundancy, then the Department shall pay the Contractor the actual direct costs incurred by the Contractor or its Sub-Contractor arising out of the redeployment of such person (including retraining and relocation costs) subject to a maximum amount of £30,000 per relevant member of the Contractor Personnel.

Contract Breakage Costs

- 2.5. The Contractor shall be entitled to Contract Breakage Costs only in respect of Sub-Contracts which:
 - (a) are not assigned or novated to a Replacement Supplier at the request of the Department); and
 - (b) the Contractor can demonstrate:
 - (i) are surplus to the Contractor's requirements after the Termination Date, whether in relation to use internally within its business or in providing services to any of its other Departments; and
 - (ii) have been entered into by it in the ordinary course of business.
- 2.6. The Contractor shall seek to negotiate termination of any Sub-Contracts with the relevant Sub-Contractor (as the case may be) using all reasonable endeavours to minimise the cancellation or termination charges.
- 2.7. Except with the prior written agreement of the Department, the Department shall not be liable for any costs (including cancellation or termination charges) that the Contractor is obliged to pay in respect of:
 - (a) the termination of any contractual arrangements for occupation of, support of and/or services provided for Contractor premises which may arise as a consequence of the termination of this Contract; and/or
 - (b) Assets not yet installed at the Termination Date.

3. MITIGATION OF CONTRACT BREAKAGE COSTS AND REDUNDANCY COSTS AND UNRECOVERED COSTS

- 3.1. The Contractor agrees to use all reasonable endeavours to minimise and mitigate Contract Breakage Costs and Redundancy Costs by:
 - (a) the appropriation of Assets, employees and resources for other purposes;
 - (b) at the Department's request, assigning any Sub-Contracts to the Department or a third party acting on behalf of the Department; and
 - (c) in relation to Sub-Contracts that are not to be assigned to the Department or to another third party, terminating those contracts at the earliest possible date without breach or where contractually permitted.
- 3.2. If Assets, employees and resources can be used by the Contractor for other purposes, then there shall be an equitable reduction in the Contract Breakage Costs, and Redundancy Costs payable by

the Department or a third party to the Contractor. In the event of any dispute arising over whether the Contractor can use any Assets, employees and/or resources for other purposes and/or over the amount of the relevant equitable reduction, the dispute shall be determined in accordance with the procedure set out in clause 39 (Dispute Resolution).

4. FULL AND FINAL SETTLEMENT

- 4.1. Any Breakage Costs paid under this Schedule shall be in full and final settlement of any claim, demand and/or proceedings of the Contractor in relation to any termination by the Department pursuant to clause 10 (Termination) and the Contractor shall be excluded from all other rights and remedies it would otherwise have been entitled to in respect of any such termination.

5. INVOICING FOR THE PAYMENTS ON TERMINATION

- 5.1. All sums due under this Schedule shall be payable by the Department to the Contractor in accordance with the payment terms set out in Schedule 2 Part 1 (Pricing).

6. SET OFF

- 6.1. The Department shall be entitled to set off any outstanding liabilities of the Contractor against any amounts that are payable by it pursuant to this Schedule.

7 NO DOUBLE RECOVERY

- 7.1. If any amount payable under this Schedule (in whole or in part) relates to or arises from any Assets that are to transfer to the Department then, to the extent that the Department makes any payments pursuant to the Exit Plan that the Contractor shall draft in accordance with clause 15.13 of the Contract in respect of such Assets, such payments shall be deducted from the amount payable pursuant to this Schedule.
- 7.2. The value of the Breakage Costs Payment shall be reduced or extinguished to the extent that the Contractor has already received the Charges or the financial benefit of any other rights or remedy given under this Contract so that there is no double counting in calculating the relevant payment.
- 7.3. Any payments that are due in respect of Assets that are to transfer to the Department shall be calculated in accordance with provisions agreed between the Parties and detailed in the Exit Plan.

8. ESTIMATE OF TERMINATION PAYMENT AND COMPENSATION PAYMENT

- 8.1. The Department may issue a Request for Estimate at any time during the Contract Period provided that no more than two (2) Requests for Estimate may be issued in any six (6) month period.
- 8.2. The Contractor shall within 20 Business Days of receiving the Request for Estimate (or such other timescale agreed between the Parties), provide an accurate written estimate of the Breakage Costs that would be payable by the Department based on a postulated Termination Date specified in the Request for Estimate (such estimate being the "Termination Estimate"). The Termination Estimate shall:

- (a) be based on the relevant amounts set out in the Financial Model; (b) include:
- (i) details of the mechanism by which the Termination Payment is calculated;
 - (ii) full particulars of the estimated Contract Breakage Costs in respect of each Sub-Contract and appropriate supporting documentation; and
 - (iii) such information as the Department may reasonably require; and
- (c) state the period for which that Termination Estimate remains valid, which shall be not less than 20 Business Days.
- 8.3. The Contractor acknowledges that issue of a Request for Estimate shall not be construed in any way as to represent an intention by the Department to terminate this Contract.

ANNEX 1: MAXIMUM BREAKAGE COSTS PAYMENT

The table below sets out, by Contract Year, the maximum amount of Breakage Costs that the Department shall be liable to pay to the Contractor pursuant to this Contract:

Table 22 – Breakage Costs	
Termination Date	Maximum Breakage Costs Payment
Anytime in the first Contract Year	£ 45,000
Anytime thereafter	Nil.

SCHEDULE 13 – STAFF TRANSFER

Not used.

SCHEDULE 14 - CONTRACTOR'S DIGITAL PLATFORM

1. Definitions

1.1. In this Schedule, the following words shall have the following meanings and:

"Department Property"	the property, other than real property and IPR, including the Department System, any equipment issued or made available to the Contractor by the Department in connection with this Contract;
"Department Software"	any software which is owned by or licensed to the Department and which is or will be used by the Contractor for the purposes of providing the Services;
"Department System"	the Department's computing environment (consisting of hardware, software and/or telecommunications networks or equipment) used by the Department or the Contractor in connection with this Contract which is owned by or licensed to the Department by a third party and which interfaces with the Contractor System or which is necessary for the Department to receive the Services;
"Commercial off the shelf Software" or "COTS Software"	Non-customised software where the IPR may be owned and licensed either by the Contractor or a third party depending on the context, and which is commercially available for purchase and subject to standard licence terms
"Contractor System"	means the information and communications technology systems and software used by the Contractor in supplying the Services, including the Provider's hosted website or webpages (relevant to the services), mobile app, COTS software, the Provider's equipment, configuration and management utilities, calibration and testing tools and related cabling.
"Defect"	any of the following: a) any error, damage or defect to the Contractor's System that affects the delivery of the Services; or b) any error or failure of code within the software which causes any part of the Contractor's or Department System to malfunction or to produce unintelligible or incorrect results; or c) any failure to provide the performance, features and functionality specified by the Contractor (including any adverse effect on response times) regardless of whether or not it prevents the relevant part of the Contractor's System from passing any test required under this Contract; or d) any failure of any part of the Contractor's System to operate in conjunction with or interface with any other part of the Contractor's or Department System in order to provide the performance, features and functionality required to deliver the Services;

"Emergency Maintenance"	ad hoc and unplanned maintenance provided by the Contractor where either Party reasonably suspects that the ICT Environment or the Services, or any part of the ICT Environment or the Services, has or may have developed a fault;
"ICT Environment"	the Department System and the Contractor System;
"Licensed Software"	all and any Software licensed by or through the Contractor, its SubContractors or any third party to the Department for the purposes of or pursuant to this Contract, including any COTS Software;
"Maintenance Schedule"	has the meaning given to it in paragraph 5 of this Schedule;
"Malicious Software"	any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence;
"New Release"	an item produced primarily to extend, alter or improve the Contractor System or any part of it by providing additional functionality or performance enhancement (whether or not defects in the Software are also corrected) while still retaining the original designated purpose of that part of the Contractor's System;
"Open Source Software"	computer software that has its source code made available subject to an open-source licence under which the owner of the copyright and other IPR in such software provides the rights to use, study, change and distribute the software to any and all persons and for any and all purposes free of charge;
"Operating Environment"	means the Department System and any premises (including the Department Premises, the Contractor's premises or third party premises) from, to or at which: a) the Services are (or are to be) provided; or b) the Contractor manages, organises or otherwise directs the provision or the use of the Services; or c) where any part of the Contractor System is situated;
"Permitted Maintenance"	has the meaning given to it in paragraph 55.2 of this Schedule;
"Software"	Specially Written Software COTS Software and non-COTS Contractor and third party Software;
"Source Code"	computer programs and/or data in eye-readable form and in such form that it can be compiled or interpreted into equivalent binary code together with all related design comments, flow charts, technical information and documentation necessary for

the use, reproduction, maintenance, modification and enhancement of such software;

"Specially Written Software" any software (including database software, linking instructions, test scripts, compilation instructions and test instructions) created by the Contractor (or by a Sub-Contractor or other third party on behalf of the Contractor) specifically for the purposes of this Contract, including any modifications or enhancements to COTS Software. For the avoidance of doubt Specially Written Software does not constitute New IPR;

2. Licensed software warranty

2.1. The Contractor represents and warrants that:

- 2.1.1. it has and shall continue to have all necessary rights in and to the Licensed Software used by or on behalf of the Contractor (and/or any Sub-Contractor) which are necessary for the performance of the Contractor's obligations under this Contract;
- 2.1.2. all components of the Contractor System (including any Specially Written Software) shall:
 - 2.1.2.1. be free from Defects, material design flaws and programming errors;
 - 2.1.2.2. perform in all material respects in accordance with the Annex A of this Schedule; and
 - 2.1.2.3. not infringe any IPR; and
 - 2.1.2.4. enables changes required to update the Department's operations to be started within 4 weeks.

3. Provision of the Digital Platform

3.1. The Contractor shall:

- 3.1.1. ensure that the release of any new COTS Software licensed by the Contractor, or upgrade to any Software in which the Contractor owns the IPR complies with the interface requirements of the Department and (except in relation to new Software or upgrades which are released to address Malicious Software) shall notify the Department three (3) Months before the release of any new COTS Software or Upgrade that could impact the Department's operations when providing the Services;
- 3.1.2. ensure that any COTS Software licensed by the Contractor, or any Software in which the Contractor owns the IPR can integrate with the Departments systems via APIs when the Department's operations require it;
- 3.1.2. ensure that all Software including upgrades, updates and New Releases used by or on behalf of the Contractor (and/or any Sub-Contractor) are currently supported versions of that Software and perform in all material respects in accordance with the relevant specification;
- 3.1.3. ensure that the Contractor System will be free of all encumbrances;
- 3.1.4. ensure that the Contractor System is fully compatible with any Contractor Software, Contractor System, or otherwise used by the Contractor in connection with this Contract;
- 3.1.5. minimise any disruption to the Services and the ICT Environment and/or the Department's operations when providing the Services;
- 3.1.6. Correct any Defects and security flaws as soon as practicable;

Non-functional requirements:

- 3.1.8. ensure that the Digital Platform is fully scalable to meet current and future needs, without having any negative impact upon the performance (and user experience) of the solution;

- 3.1.9. have an understanding of non-functional requirements and build them into the Digital Platform i.e. volumetrics, usability, security, accessibility, interoperability, reliability, maintainability, availability, scalability, portability and compatibility;
- 3.1.10. makes use of Software that complies with Good Industry Practice including availability, change, incident, knowledge, problem, release & deployment, request fulfilment, service asset and configuration, service catalogue, service level and service portfolio management. Software that has been assessed under the ITIL Software Scheme must be at least compliant to "Bronze Level", to be deemed acceptable.
- 3.1.11. ensures that where possible each release of the contractors digital platform is checked for defects using automated testing - including OWasp security testing and dependency checking - for more details see <https://www.gov.uk/service-manual/technology/managing-software-dependencies>

Accessibility:

- 3.1.12. ensure its Digital Platform meets industry standards for accessibility and is compliant with WCAG V2.1 to 'AA' Standard <https://www.w3.org/TR/WCAG21/> and ISO 9241-171:2008 (Ergonomics of human-system Interface);
- 3.1.13. ensure that the Digital Platform is compatible with the following 'Assistive Technologies': JAWS, Zoomtext, Dragon NaturallySpeaking, and Dolphin Supernova or equivalent.

Hosting:

- 3.1.14. ensure the Digital Platform is hosted within the UK mainland, ensuring all development, management, support, processing and storage of Departmental Data remains within the UK and in compliance with domestic standards. Hosting within the European Union (EU) is also acceptable, provided that the supplier can demonstrate its adherence to the Information Commissioner's Office's (ICO) regarding preparation for EU exit.
- 3.1.15. Hosting within other non-hostile nations, such as the USA, will be considered on a case-by-case basis. The supplier must demonstrate that they will quickly respond to any future compliance requirements from the information Commissioner's Offices.

4. Audit

- 4.1. The Contractor shall allow any auditor access to the Contractor premises to:
 - 4.1.1. inspect the ICT Environment and the wider service delivery environment (or any part of them);
 - 4.1.2. review any records created during the design and development of the Contractor System and pre-operational environment such as information relating to testing;
 - 4.1.3. review the Contractor's quality management systems relating to the Contractor's System including all relevant quality plans.

5. Maintenance of the ICT Environment

- 5.1. The Contractor shall create and maintain a rolling Schedule of planned maintenance to the ICT Environment ("**Maintenance Schedule**") and make it available to the Department.
- 5.2. The Contractor shall only undertake such planned maintenance (which shall be known as "**Permitted Maintenance**") in accordance with the Maintenance Schedule.
- 5.3. The Contractor shall give as much notice as is reasonably practicable to the Department prior to carrying out any Emergency Maintenance.
- 5.4. The Contractor shall carry out any necessary maintenance (whether Permitted Maintenance or Emergency Maintenance) where it reasonably suspects that the ICT Environment or any part thereof has or may have developed a fault or a security risk has been identified. Any such maintenance shall be carried out in such a manner and at such times so as to avoid (or where this is not possible so as to minimise) disruption to the ICT Environment and the provision of the Services.

6. Malicious Software

- 6.1. The Contractor shall, throughout the Term, use the latest versions of anti-virus definitions and software available from an industry accepted anti-virus software vendor to check for, contain the spread of, and minimise the impact of Malicious Software.
- 6.2. If Malicious Software is found, the Parties shall co-operate to reduce the effect of the Malicious Software and, particularly if Malicious Software causes loss of operational efficiency or loss or corruption of Government Data, assist each other to mitigate any losses and to restore the provision of the Services to its desired operating efficiency.
- 6.3. Any cost arising out of the actions of the Parties taken in compliance with the provisions of paragraph 6.2 shall be borne by the Parties as follows:
 - 6.3.1. by the Contractor, where the Malicious Software originates from the Contractor Software, the third party Software supplied by the Contractor or the Government Data (whilst the Government Data was under the control of the Contractor) unless the Contractor can demonstrate that such Malicious Software was present and not quarantined or otherwise identified by the Department when provided to the Contractor; and
 - 6.3.2. by the Department, if the Malicious Software originates from the Department Software or the Department Data (whilst the Department Data was under the control of the Department).

7. Service Management Software & Standards

- 7.1. The Contractor complies with either;
 - 7.1.1. the HM Government Service Standard [<https://www.gov.uk/service-manual/service-standard>] or;
 - 7.1.2. The Contractor complies with relevant industry and HM Government standards and best practice guidelines in the management of the Services, including the following and/or their equivalents:
 - a) ITIL 4;
 - b) ISO/IEC 20000-1:2018 "ITSM Specification for Service Management";
 - c) ISO/IEC 20000-2:2019 "ITSM Code of Practice for Service Management";
 - d) ISO 10007 "Quality management systems – Guidelines for configuration management"; and
 - e) ISO/IEC27031:2011, ISO 22301 and ISO/IEC 24762:2008 in the provision of "IT Service Continuity Strategy" or "Disaster Recovery" plans.

ANNEX TO SCHEDULE 14 - SERVICE LEVELS

1. DEFINITIONS

1.1. In this part, the following words shall have the following meanings:

"Critical Service Level Failure"	means a failure by the Contractor to meet any Service Level for a continuous period of 7 calendar days or a combined period of more than 14 days in a 28-day period.
"Service Levels"	means the service levels set out in Table 10 of this Annex to Schedule 14.
"Service Level Failure"	means a failure by the Contractor to meet the Service Level Performance Measure in respect of a Service Level.
"Service Level Performance Measure"	shall be as set out against the relevant Service Level in Table 10 of this Annex to Schedule 14.

2. Service Levels

2.1. If the level of performance of the Contractor's System:

- 2.1.1. is likely to or fails to meet any Service Level Performance Measure; or
- 2.1.2. is likely to cause or causes a Critical Service Level Failure to occur, the Contractor shall immediately notify the Department in writing and the Department, in its absolute discretion and without limiting any other of its rights, may:
- 2.1.3. require the Contractor to immediately take all remedial action that is reasonable to mitigate the impact on the Department and to rectify or prevent a Service Level Failure from taking place or recurring; or
- 2.1.4. apply the measures outlined in paragraphs 2.11 to 2.15 of Part 2 of Schedule 2.

3. Planned maintenance

3.1. The current planned maintenance times are as specified in the Contractor's latest Maintenance Schedule

4. Failure to meet the Service Levels

- 4.1. The Contractor shall at all times meet the Service Level Performance Measure for each Service Level.
- 4.2. The Contractor acknowledges that any Service Level Failure shall entitle the Department to the rights set out in Paragraph 1 of this Annex to Schedule 14.
- 4.3. The Contractor shall make MI Reports available to the Department detailing the level of compliance which was achieved against each Service Level Performance Criteria in accordance with the provisions of Schedule 2.

Table A - Service Levels			
Service Level Performance Criteria	Service Level Reference	Description	Required Compliance
Contractor's System	CS1	The Contractor's System shall be resilient and made available 24 hours per day, fifty-two (52) weeks a year, except for agreed downtime and maintenance. Plans should be made if the system is to be offline.	100%

Maintenance and Upgrades	MU1	All essential Scheduled maintenance and/or system upgrades to the Contractor's System shall occur outside the hours of 07:30 to 20:00 GMT (or BST as appropriate) Monday to Friday.	100%
	MU2	The Contractor shall provide prior notification of maintenance and/or system upgrades to the Department.	100%
	MU3	Where applicable (e.g. on a website or app), a message shall be placed on the Contractor's System at least 2 weeks in advance of any maintenance or upgrade taking place, followed by subsequent reminders 48 and 24 hours prior to the maintenance or upgrade.	100%
	MU4	When required the Contractor and Department shall ensure any system maintenance/upgrades are tested prior to the upgraded version release going live.	100%
Correction of Defects	D1	Defects to be corrected within 24hrs of identification.	99%
Remediation of Security Risks	D2	Security Risks to be remediated within 7 days of identification.	99%
Changes to Departments operations	D3	Changes required to facilitate updates to the Department's operations to be started within 4 weeks.	99%

The first part of the paper discusses the importance of the research and the objectives of the study. It then presents a literature review of the existing research on the topic. The second part of the paper describes the methodology used in the study, including the data collection and analysis techniques. The third part of the paper presents the results of the study, and the fourth part discusses the conclusions and implications of the findings. The paper concludes with a summary of the main points and a list of references.

The research was conducted in a systematic and rigorous manner, following the principles of good research practice. The data was collected from a representative sample of the population, and the analysis was carried out using appropriate statistical methods. The results of the study are presented in a clear and concise manner, and the conclusions are based on the evidence presented in the paper.

The findings of the study have important implications for the field of research, and they provide a valuable contribution to the understanding of the topic. The paper is well-written and easy to read, and it provides a comprehensive overview of the research and its findings.

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