

**Greater Manchester Public Sector Apprenticeship Provision**

**Dynamic Purchasing System**

**Specification**

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| **Contract** | Greater Manchester Public Sector Apprenticeship Provision |
| **Contract Reference** | DN261470 |
| **Contract Period** | Commenced 2nd January 2018 – 31st December 2019 |
| **Extension Options** | To be extended for one year from 2nd Jan 2020 and option to extend for a final year from 2nd Jan 2021 |
| **Procedure** | Restricted DPS |
| **Issue Date** | Monday 9th September 2019 |

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**1. INTRODUCTION**

*“Our vision is for a Greater Manchester public sector workforce that is fit for the transformational change that Devolution brings, with Apprenticeships at the heart of employers’ workforce planning, development and talent management strategies whilst offering high quality opportunities for personal and professional development”*

* 1. Trafford Council on behalf of Greater Manchester’s public sector organisations wishes to procure a Multi Provider Framework using a Dynamic Purchasing System (DPS) of external providers to deliver quality apprenticeships across a variety of occupational areas within the public sector throughout the Greater Manchester (GM) area.
  2. The Greater Manchester public sector organisations who may utilise this DPS to purchase Apprenticeship Training provision are as follows:
* Greater Manchester Combined Authority (which includes Greater Manchester Fire and Rescue Service, Greater Manchester Waste Disposal Authority)
* Greater Manchester Police Authority
* Transport for Greater Manchester
* Bolton Council
* Bury Council
* Manchester City Council
* Oldham Metropolitan Borough Council
* Rochdale Council
* Salford City Council
* Stockport Metropolitan Borough Council
* Tameside Council
* Trafford Council
* Wigan Council
* Bridgewater Community Trust
* Bolton NHS FT
* Manchester University Hospitals NHS FT
* Christie Hospital NHS FT
* Pennine Acute Hospitals NHS Trust
* Salford Royal NHS FT
* Stockport NHS FT
* Tameside & Glossop Integrated Care NHS FT
* Wrightington, Wigan and Leigh NHS FT
* Greater Manchester Mental Health NHS FT
* Pennine Care NHS FT
* North West Ambulance Service
* NHS Bolton CCG
* NHS Bury CCG
* NHS HMR CCG
* NHS Manchester CCG
* NHS Oldham CCG
* NHS Salford CCG
* NHS Stockport CCG
* NHS Tameside & Glossop CCG
* NHS Trafford CCG
* NHS Wigan Borough CCG
* Current associate members of the Association of Greater Manchester Authorities (AGMA) namely:
* Blackburn with Darwen Council
* Blackpool Council
* Cheshire East
* Warrington Borough Council
  1. It is conceivable that GM and AGMA membership and associate membership may change over the life of the DPS, and hence either expand or contract the list of purchasing bodies eligible to use this Agreement. Should any changes occur, then the details of such changes will be made available to interested parties.
  2. The period of the DPS will be for 2 years with the option to extend for two further 12 month periods from commencement. The DPS will consist of 15 Lots covering occupational areas linked to the new Post 16 Technical Routes as identified by the Institute for Apprenticeships and Technical Education.
  3. Bidders meeting the minimum requirements outlined in this specification will be accepted on to the DPS however this is not a guarantee of work. Successful bidders will subsequently be offered the opportunity to bid via the Chest at Invitation to Tender (ITT) stage within the lots successfully applied for.

**2. BACKGROUND TO THE REQUIREMENT**

2.1 As part of the Government’s programme of Apprenticeship reform, the Apprenticeship Levy was introduced in May 2017, payable at a rate of 0.5% of pay bill by all organisations with an annual pay bill of more than £3 million, subject to a £15,000 allowance per tax year.

2.2 This includes the majority of Greater Manchester’s public sector organisations, with an approximate £20 million being paid per year. Alongside the employer contribution is a 10% top-up from Government, resulting in approximately £22m per year available to support Apprenticeship training and assessment across Greater Manchester’s public sector.

2.3 It is crucial that investment on this scale is harnessed to deliver optimum benefits for Greater Manchester’s employers and residents, reflecting the unique role of the public sector in both delivering services and as a major employer itself, and therefore making a positive contribution to its corporate social responsibilities and the wider GM Social Value agenda.

2.4 In order to achieve that unity of purpose we are breaking new ground by undertaking collaborative planning and implementation around Apprenticeships across Greater Manchester’s public sector.

2.5 As part of its collective response to the implementation of the Apprenticeship levy, GM’s public sector organisations have been working collaboratively to identify joint mechanisms and activity to add value to the investment each organisation will make individually through the Apprenticeship Levy.

2.6 Organisations have signed up to a GM Public Sector Apprenticeships Memorandum of Understanding in order to:

* Create an up-skilled workforce across the public sector fit for GM’s future
* Provide development opportunities and career progression for the existing and future public sector workforce
* Provide ‘added value’ elements for public sector apprentices such as a shared induction / Welcome Day, Digital Literacy programme, bespoke learning tailored to the GM public sector landscape
* Encourage progression and mobility within and between organisations for individuals
* Invest in GM wide programmes for collaborative staff development
* Embed GM values and understanding across a wide range of staff, roles and organisations
* Be seen as an exemplar for Apprenticeship employment
* Meet the 2.3% public sector target, contributing to the overall growth in high quality apprentice opportunities in GM

2.7 The implementation of the GM Public Sector Apprenticeship Provision DPS will provide a collaborative approach to procurement for GM’s Public Sector and result in our apprentices receiving their learning from only the highest quality apprenticeship providers.

**3. THE REQUIREMENTS**

3.1 To be eligible to deliver apprenticeship training providers must be listed on the Register of Apprenticeship Training Providers therefore only training providers who are listed on this register can apply to this DPS Framework.

3.2 In addition bidders wishing to join the framework must have a Good or Outstanding OFSTED rating overall, or be able to demonstrate a level of quality apprenticeship delivery which meets the requirement of Section 6, Questions 6.7.1 and 6.7.2 of the Supplier Selection Questionnaire (SSQ). This is outlined in the flow diagram on Page 6 of this document.

3.2 Alongside this we will need to understand the learner support available from a provider including initial assessment, IAG accreditation, Maths and English delivery, additional learning needs support and learning management systems.

3.4 Training providers must demonstrate a track record in Apprenticeship delivery for the specific Lots they are applying for along with their capacity and future plans to deliver new standards in the relevant sectors. We are also looking to understand the competency and capability of delivery staff for particular occupational areas, their qualifications and recent industry experience.

Q6.6 - Provider on Register of Apprenticeship Training Providers

Q6.7.2 - Provider has strong business case for inclusion based on previous delivery and quality e.g. HEI or previously only sub-contractor

Q6.7 - Provider has Good or Outstanding Ofsted rating (or Good or Outstanding for Apprenticeships)

Q6.7.1 - Provider meets additional quality criteria:

Achievement rate

Employer satisfaction

Learner satisfaction

**Quality Checks**

Q6.10 - Learner Management & Support

Q6.8 - GM Apprenticeship Strategy

Q6.9 – GM Public Sector Approach

**GM Added Value**

15 Lots based on post-16 technical routes / occupations

Q6.12 - Track record of delivery

**Lots**

Yes

Yes

Q6.11- GM Social Value Policy

No

No

Yes

Yes

Pass

Pass

Pass

Pass

Q6.13 - Development plans

Q6.14 - Staff competency

Yes

No

**4. SCOPE**

4.1 The scope of the DPS is to provide partner organisations (individually and collectively) access to high quality Apprenticeship training provision for new and existing staff within their organisations, utilising the Apprenticeship Levy funds within the individual organisations Digital Account.

4.2 The descriptions provided for each lot are not to be viewed as exhaustive.

4.3 Set out below are the 15 lots linked to the 15 Post-16 technical routes. We are looking for Apprenticeship delivery within the broad occupational areas that these cover within a public sector context.

4.4 Examples of the types of Apprenticeships that fall within these categories are given, but our anticipated provision is not limited to these. We expect to see the full list of existing delivery (frameworks and standards) and proposed delivery (standards) from providers under each lot. We also recognise that new standards are continuously being developed so not everything listed currently will meet future delivery requirements therefore we are also looking for experience in broad occupational areas and potential for future standard delivery.

4.5 Further details of standards and frameworks currently available for delivery and under development is available at

<https://www.gov.uk/government/publications/apprenticeship-standards-list-of-occupations-available--2>.

<https://www.gov.uk/government/publications/apprenticeship-frameworks-live-list>

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| Lot 1 **Not Open** | Agriculture, Environmental and Animal Care | This route includes job roles such as Conservationist, Park Ranger, Farmer, Horticulturalist, Agricultural Manager and Agricultural Technician. Examples of Apprenticeships within the public sector may include, but are not limited to:   * Arborist * Countryside Worker * Horticulture and Landscape Operative / Supervisor |
| Lot 2 **Not Open** | Business and Administration | This route includes job roles such as Human Resources Officer, Office Manager, Administrative Officer and Housing Officer. Examples of Apprenticeships within the public sector may include, but are not limited to:   * Associate Project Manger * HR Support / Advisor / Consultant * Business Administrator * Operational Delivery Officer |
| Lot 3 **Not Open** | Catering and Hospitality | This route includes job roles such as Chef, Butcher, Baker, Catering Manager and Events Manager. Examples of Apprenticeships within the public sector may include, but are not limited to:   * Hospitality Team Member / Supervisor / Manager * Cleaning and Support Services Operative * Senior Chef |

|  |  |  |
| --- | --- | --- |
| Lot 4  **Not Open** | Childcare and Education | This route includes job roles such as Nursery Assistant, Early-Years Officer, Teaching Assistant and Youth Worker. Examples of Apprenticeships within the public sector may include, but are not limited to:   * Children, Young People and Families Practitioner / Manager * Teaching Assistant * Early Years Educator |
| Lot 5  **Not Open** | Construction | This route includes job roles such as Bricklayer/Mason, Electrician, Building/Civil Engineering Technician, Carpenter/Joiner and Construction Supervisor. Examples of Apprenticeships within the public sector may include, but are not limited to:   * Civil Engineering Technician / Site Management * Building Services Engineering * Facilities Management * Highways Maintenance |
| Lot 6 | Creative Design | This route includes job roles such as Arts Producer, Graphic Designer, Audio-Visual Technician, Journalist, Product/Clothing Designer, Upholsterer, Tailor and Furniture Maker. Examples of Apprenticeships within the public sector may include, but are not limited to:   * Community Arts Coordinator * Creative Venue Technician |
| Lot 7  **Not Open** | Digital | This route includes job roles such as IT Business Analyst/Systems Designer, Programmer, Software Developer, IT Technician, Web Designer and Network Administrator. Examples of Apprenticeships within the public sector may include, but are not limited to:   * Data Analyst * Digital Business Administrator / Specialist * Network Engineer * Software Developer |
| Lot 8  **Not Open** | Engineering and Manufacturing | This route includes job roles such as Engineering Technician, Vehicle Mechanic, Aircraft Fitter, Printer, Process Technician and Energy Plant Operative. Examples of Apprenticeships within the public sector may include, but are not limited to:   * Engineering Technician * Risk and Safety Management Practitioner |
| Lot 9  **Not Open** | Hair and Beauty | This route includes job roles such as Hairdresser, Barber and Beauty Therapist. Examples of Apprenticeships within the public sector may include, but are not limited to:   * Hair / Senior Hair Professional |
| Lot 10 | Health and Science | This route includes job roles such as Nursing Assistant, Pharmaceutical Technician, Sports Therapist, Laboratory Technician, Dental Nurse and Food Technician. Examples of Apprenticeships within the public sector may include, but are not limited to:   * Associate Ambulance Practitioner * Dental Nurse * Healthcare Assistant Practitioner * Laboratory Technician |
| Lot 11 | Legal, Finance and Accounting | This route includes job roles such as Accounting Technician, Paralegal, Financial Account Manager, Payroll Manager, Finance Officer and Legal Secretary. Examples of Apprenticeships within the public sector may include, but are not limited to:   * Assistant Accountant * Chartered Legal Executive * Payroll Administrator |
| **Lot 12**  **Not Open** | Protective Services | This route includes job roles such as Police Officer, Firefighter, Non-Commissioned Officer (NCO) and Maritime Operations Officer (Coastguard). Examples of Apprenticeships within the public sector may include, but are not limited to:   * Emergency Service Contact Handling * Operational Firefighter * Police Community Support Officer |
| Lot 13 | Sales Marketing & Procurement | This route includes job roles such as Buyer, Procurement Officer, Sales Account Manager, Market Research Analyst and Estate Agent. Examples of Apprenticeships within the public sector may include, but are not limited to:   * Bid and Proposal Coordinator * Customer Service Practitioner * Digital Marketer |
| Lot 14 | Social Care / Care Services | This route includes job roles such as Care Worker, Residential Warden, Home Carer, Probation Officer and Welfare Counsellor. Examples of Apprenticeships within the public sector may include:   * Adult Care Worker * Lead Practitioner In Adult Care * Social Worker |
| **Lot 15**  **Not Open** | Transport and Logistics | This route includes job roles such as Ship’s Officer, Railway Signalling Technician and HGV Driver. Examples of Apprenticeships within the public sector may include:   * Large Goods Vehicle Driver * Transport Planning Technician |

**5. INNOVATION**

5.1 GM and the Purchasing Bodies positively welcome and encourage innovative ideas that will be provided during the DPS Agreement Term to deliver benefits that can include, but not be limited to, cost savings, improved quality, management, efficiencies, environment, social value and sustainability.

**6. SOCIAL VALUE**

**6.1 Background to Social Value in Greater Manchester**

6.1.1 The strategic driver for delivery of social value outcomes in GM is the GM Social Value Policy for Greater Manchester Combined Authority (GMCA) attached at Appendix 3 which sets out how GMCA will deliver social value through their commissioning and procurement activities and to set the Authority’s priorities in relation to social value.

6.1.2 The Public Services (Social Value) Act 2012 came into force on 31st January 2013. It is now a legal obligation for local authorities and other public bodies to consider the social good that could come from the procurement of services before they embark upon it. The aim of the Act is not to alter the commissioning and procurement processes, but to ensure that, as part of these processes, councils give consideration to the wider impact of the services delivery. It allows authorities, for example, to choose a supplier under a tendering process who not only provides the most economically advantageous service, but one which goes beyond the basic contract terms and secures wider benefits for the community. Together, the Act and this policy provide an opportunity to deliver a cohesive yet flexible and innovative approach to generating social value through public procurement.

**6.2 Defining Social Value**

6.2.1 The act does not define what is meant by ‘social value’. Therefore GMCA has adopted the definition of social value as set out by the Sustainable Procurement Taskforce, defined as:

*“A process whereby organisations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis in terms of generating benefits not only to the organisation, but also to society and economy, whilst minimising damage to the environment”*

6.2.2 The Greater Manchester Strategy 2013-20 – ‘Better Together’ set the overarching strategic framework for the GMCA Social Value policy. The strategy recognises that despite the recession, Greater Manchester’s economy has been shown to be more robust than most of the rest of the UK economy. Greater Manchester generates £48 billion GVA, a 4% share of the national economy. However, given the size of the GM economy, it is recognised that we should be achieving more. The Strategy outlines that we are currently a ‘cost centre’ for the UK, requiring £22 billion of public spending, but only generating £17 billion in taxes. The aspiration is for Greater Manchester to close and then eliminate that £5 billion deficit to become a net contributor to the national economy.

6.2.3 The Public Service Reform agenda sets out a collaborative and ambitious programme with two linked aims:

* to re-design public services to build the independence and self-reliance of GM’s residents; and
* to collaboratively invest in public service interventions to help all GM partners sustainably reduce demand for their services.

6.2.4 These reforms are expressly designed to encourage families, individuals and communities to lead more productive and fulfilling lives. This Social Value Policy, and the social value activities that it generates will form a key element in the delivery of Public Sector Reform.

**6.3 Objectives**

6.3.1 The objectives of this policy reflect the Combined Authority’s definition of Social Value, and are as follows:

* promote employment and economic sustainability – tackle unemployment and facilitate the development of skills
* raise the living standards of local residents – working towards living wage, maximise employee access to entitlements such as childcare and encourage suppliers to source labour from within Greater Manchester
* promote participation and citizen engagement – encourage resident participation and promote active citizenship
* build the capacity and sustainability of the voluntary and community sector – practical support for local voluntary and community groups
* promote equity and fairness – target effort towards those in the greatest need or facing disadvantage and tackle deprivation across the borough
* promote environmental sustainability – reduce wastage, limit energy consumption and procure materials from sustainable sources

**7. BUSINESS CONTINUITY**

7.1 Successful Providers must ensure that they build resilience into their solution to support GM Procurement Hubs and Purchasing Bodies’ service requirements.

**8. DATA PROTECTIONS**

8.1 All personal information relating to participants GM Public Sector Provision is governed by the requirements of the Data Protection Act (1998) and other privacy related legislation.

8.2 As and when the requirements of the General Data Protection Regulations are updated by the Information Commissioner’s Office, the Provider will comply with any amendments to existing contracts and agreements required by the Purchasing Bodies in order for both the Purchasing Bodies and the Provider to meet their statutory requirements.

8.3 All personal data obtained by the Provider, irrespective of whether it is at rest or in transit, must meet national guidelines and required standards for data protection compliance, security and participant confidentiality

**9. PRICING**

9.1 Pricing information shall be required at Invitation to Tender (ITT) stages and shall carry a weighting of 15%. No pricing information is to be provided as part of the SSQ process.

9.2 At ITT stage providers will be required to submit the necessary pricing information for the relevant ITT Specification. When pricing, you should be are that following shall apply:

* + 1. All prices shall be for the duration of the Call-Off Contract;
    2. All prices should be line with Apprenticeship funding bands
    3. All prices quoted must exclude VAT;
    4. All prices shall include learning materials, cost of End Point Assessment, first re-sit of any exam or assessment required but initially failed by the apprentice, and any other costs associated with the apprenticeship delivery as specified in ESFA funding rules;
    5. No other costs shall be payable by the Purchasing Body unless stated in the Contract Particulars issued as part of the ITT;

**10. CONTRACT AND PERFORMANCE MANAGEMENT**

10.1 There will be a light touch approach to the overall contract and performance management of the DPS unless a purchasing body or individual apprentice raises a concern.

10.2 However, the following regular monitoring expectations will need to be met to ensure contract compliance:

* + 1. Completion of 6-monthly Apprenticeship Monitoring and Management Reports provided to GM and the Purchasing Body. Detailed content will be determined following contract award however is likely to contain:
* Orders
* Lot Number
* Dates and Duration of Order
* Purchasing Body
* Services provided (including Title and volumes)
* Trainer evaluation including progression against learning plan for individuals, achievements and proposed improvements for future cohorts.
  + 1. GM may additionally require the provision of this information on an ad hoc basis, and providers shall supply the requested information within 5 working of days of being requested.
    2. Participation in the completion of 6-monthly Apprentice Satisfaction Questionnaire provided by GM for distribution to all public sector apprentices.
    3. Participation in Annual Review meetings between GM, relevant Purchasing Bodies and the appointed Providers. During each review all parties shall communicate findings regarding the following:
* Customer Satisfaction Questionnaire Results
* Financial review.
* Apprenticeship starts and achievements
* Added value and partnership working
* Social Value KPI’s
* Agree areas for improvement and where best practice can be shared more widely.
* Evaluation of contract performance
* Any readjustment of process or documentation.
* Discuss any forthcoming changes that may affect rates, changes in employment law and / or changes to the organisation.
* Agree to renew/adjust agreement for forthcoming six months.
* Discuss improvements/fail-safes for any previously discussed areas for concern.

10.2.5 Individual purchasing bodies may apply additional performance and contract monitoring requirements which will be described within ITT Specification/ call off contract.

10.3 The successful Providers must provide phone numbers for a dedicated Account Manager with appropriate levels of experience and seniority to provide the service. Their numbers must be available to the Purchasing Bodies between the hours of 8.30 and 5.30. When the Account Manager is unavailable, their number must be available to a deputy who has the relevant experience, expertise and knowledge to deal with the service. The Account Manager or appropriate deputy must also be available at short notice (i.e. 48 hours) for face to face meetings as and when required by GM or the purchasing body.

10.4 GM and Purchasing Bodies will rely upon the appointed Provider to exercise all professional skill on behalf of them and to act in their interest at all times. The appointed Provider will co-operate fully with GM and Purchasing Bodies, and will use all reasonable skill and care to make the Service as successful as is to be expected from a competent Provider.

10.5 The successful Providers must have a procedure in place to log and deal with any feedback or complaints that may arise (including a clear escalation procedure with an indication to any timelines) and be able to provide evidence of how feedback is used to improve service delivery. All complaints must be reported directly to GM.

10.6 In accordance with the DPS Agreement terms and conditions (Clause 13.6), if a Call-Off Contract is terminated for Default, the Lead Authority reserves the right to remove the Provider from the DPS arrangement completely.

**11. SERVICE LEVEL AGREEMENT**

11.1 The below Service Level Agreement (SLA) is intended to describe the minimum service level that GM and Purchasing Bodies expect the appointed Providers to adhere to:

|  |  |  |
| --- | --- | --- |
| **Service Level** | **Performance Target / Measure** | **Minimum Acceptable Achievement Level (%)** |
| Completion of 6 monthly monitoring report | Completed by requested deadline | 100% |
| Attendance at contract review meetings with GM and any relevant Purchasing Bodies. | Attendance when requested | 98% |
| Participation in 6-monthly customer satisfaction survey | Surveys completed by providers apprentices | 80% |
| Provide a summary of Queries, complaints, and updates in relation to the service or DPS to GM and Purchasing Bodies | Within 24 hours of request | 98% |
| To inform relevant Purchasing Body of any non-attendees at off the job training | Within 2 days of session | 98% |
| To provide relevant Purchasing Body with Trainer evaluation of the Apprenticeship Programme, | Every 6 months from start of programme | 98% |
| Provide GM with required Contract Management Information | Annually, and ad hoc | 100% |

11.2 In the event that any of the SLA targets not being met over any given year, GM reserve the right to call an immediate review with the Provider, in serious cases GM will terminate the placement onto the DPS Agreement in accordance with the DPS Agreement Terms.

(As this framework is subject to ITT the SLA and Key control (KPI’s) required come into force as and when the appointed Provider supplies the Purchasing Body with the Services)

11.3 GM may review and revise KPI’s by mutual agreement with the Provider over the term of the DPS.