

GREATER MANCHESTER DEVOLVED ADULT EDUCATION BUDGET (AEB) SPECIFICATION

**2023-2024 Academic Year with the option to
extend on a + 1 + 1 + 1 basis, subject to GMCA
receiving continued funding**

CONFIDENTIAL

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1. Specification Overview

Requirement	GMCA Devolved Adult Education Budget (AEB) provision
Contract Value(s)	£12,000,000 – Lot 1 £7,000,000 – Lot 2
Summary of Activity	
<p>Greater Manchester Combined Authority (GMCA) is looking to procure adult skills delivery under the devolved Adult Education Budget (AEB) for the academic year 2023/24 with the option to extend on a + 1 + 1 + 1 basis, subject to GMCA receiving continued funding.</p> <p>The intent of the GM devolved AEB provision is to support:</p> <ul style="list-style-type: none"> • The priorities of the Greater Manchester Strategy 2021 – 2031 good lives for all: Greater Manchester is a great place to grow up, get on and grow old; a great place to invest, do business, visit and study to become: <ul style="list-style-type: none"> ○ A greener Greater Manchester: responding to the climate emergency ○ A fairer Greater Manchester: addressing inequalities and improving wellbeing for all ○ A more prosperous Greater Manchester: driving local and UK growth. • Unemployed residents, including those furthest away from the labour market and residents who are economically inactive with the potential of re-entering the workplace, to develop the essential skills and occupational competences needed to progress further in learning, work or careers, on courses aligned with local employer needs. • Employed residents, to improve their skills and be more productive, or retrain to find a better job supporting in-work progression for adults into higher level careers, adapting to changing employer needs. • Occupational skills gaps to support our business needs, providing employers with a locally skilled workforce. <p>Using the data gathered from the first three years, GMCA has a clear sense of what we need to buy to address the skills challenges in the region, and what we will not buy (using devolved AEB). For the purpose of this procurement exercise, activity is split into two separate lots:</p> <ul style="list-style-type: none"> • Lot 1: Upskilling unemployed residents and residents who are economically inactive into employment <ul style="list-style-type: none"> ○ Overall value: £12m ○ Bidders delivering provision for more than 6 Local Authority areas can propose activity with a minimum value of £1,000,000 to a maximum value of £4,000,000 ○ Bidders delivering provision for between 3 and 5 Local Authority areas can propose activity with a minimum value of £250,000 to a maximum value of £2,000,000 • Lot 2: Upskilling / reskilling employed residents <ul style="list-style-type: none"> ○ Overall value: £7m ○ Bidders delivering provision for more than 6 Local Authority areas can propose activity with a minimum value of £1,000,000 to a maximum value of £3,000,000 ○ Bidders targeting between 3 and 5 Local Authority areas can propose activity with a minimum value of £250,000 to a maximum value of £1,500,000 <p>Further information about the scope, design and delivery of the activity can be found in section 5.</p>	

2. Introduction

Devolution of the Adult Education Budget (AEB) formed a landmark agreement within Greater Manchester's ground-breaking devolution deal. The Greater Manchester Combined Authority (GMCA) assumed responsibility for ensuring high quality adult education and training was available across the city-region from the 2019-20 academic year, with initial procurement extended after 3 years to 31st July 2023.

The primary aim of the Adult Education Budget is to ensure all Greater Manchester (GM) residents are equipped for life and work, with good job opportunities to progress and develop within a thriving and productive city region economy. It is available to fund skills provision and associated support to GM residents aged 19 or over and is aligned to other GM wide activities for education, skills and work, and other policy areas.

GMCA is now looking to procure lead organisations (with supply chains if required) to deliver devolved Adult Education Budget skills and training provision to Greater Manchester residents that complies with the funding arrangements as set out in the Draft GMCA Adult Education Budget Funding and Performance Management Rules 2023-2024 (Annex 1).

GMCA requires that:

- Providers are engaged with employers and understand their occupational skills gaps to enable AEB activity to complement these and reduce the skills gaps across GM.
- Residents progress into better destinations including further, higher level learning, into employment, or higher-level employment.
- Providers delivering employability provision should complement this with sector-based provision as part of the learner journey.
- Providers support unemployed residents, the low-skilled workforce and residents requiring higher level skills (Level 3) for progression.

Contracts will start in the 2023-2024 academic year on an initial 1-year basis, with the option to extend on a + 1 + 1 + 1 basis, subject to GMCA receiving continued funding.

3. Strategic Background

Skills underpin every facet of life in Greater Manchester (GM), from running the businesses our economy needs, to building the homes we live in and delivering the public services we rely upon. As set out in The Department for Education's January 2021 [Skills for Jobs White Paper](#) & subsequent [Skills & Post 16 Education Act](#), both nationally and in GM, there is a pressing need for more highly skilled people than ever before, trained effectively to grow the economy and raise productivity.

The [Greater Manchester Strategy 2021-2031: Good Lives for All](#) (GMS) outlines the key priorities for Greater Manchester in a vision where everyone can live a good life, growing up, getting on and growing old in a greener, fairer more prosperous city region. A shared commitment of the GMS is to ensure businesses are able to access the skills and talent they need, and people are able to realise their full potential, by provision of high-quality learning and wrapping support around individuals, with access to good work for those who can, support for those who could, and care for those who can't.

GMCA's Education, Work & Skills Directorate has a clear vision for the regions' education, skills and employment support system; underpinned by outcomes that work for everyone. These are:

- Young people leave education and training ready to succeed in the labour market, with a balance of academic, technical and 'life ready' skills
- Adults can acquire the skills, mindset and support they need to fulfil their career potential and adapt to changing employer needs throughout their lives, from entering employment for the first time through to highly skilled careers and retraining.
- Employers have access to a system that is flexible, resilient, and adaptable, and which meets their needs in the rapidly changing 21st century world of work driving a sustainable economic future for GM in which companies compete on the basis of high productivity, good quality work, and excellent employment practices
- Residents are supported by a welfare system, under Universal Credit, that provides access to good work for those who can, support for those who could, and care for those who can't

All of Greater Manchester's skills and work programmes form part of a broad and complex skills landscape contributing to a talent pipeline which supports economic growth. The Adult Education Budget is a key part of this wider education, skills and work system which acts as a key driver to delivering GM's economic ambitions.

Against this backdrop, Greater Manchester's [Local Industrial Strategy](#) and [Local Skills Report & Labour Market Plan](#) provide the economic context for establishing the success of the devolved AEB to work locally. Greater Manchester's economic strength is in its diversity; in contrast to many other cities in the UK, the city-region is not reliant on a single sector for growth which offers opportunities for both business and residents.

GM's Local Industrial Strategy (LIS) segmented the economy into 'frontier LIS sectors' and 'foundational economy' sectors. The former are those industries seen as fundamental to future economic well-being, important to the UK's global standing, driving innovation and technological change in solving some of the world's biggest social and environmental challenges. They are:

- Health Innovation,
- Advanced Materials and Manufacturing,
- Digital, Creative and Media,
- 'Clean Growth'

To drive prosperity, there also needs to be economic opportunities for all. Therefore, the development of the foundational economy within Greater Manchester is also essential to support the creation of higher paid and better jobs. The latter comprises of sectors¹ with significant employment volumes but not necessarily productivity-transformative potential.

They include:

- Retail
- Health & Social Care
- Hospitality, Leisure & Tourism
- Logistics
- Construction

¹ These priority sectors are subject to review as more up to date evidence comes to light, including but not limited to the LSIP in summer 2023 and ongoing industry intelligence refreshes. [IPR 2022 - Evidence Update - Greater Manchester Combined Authority \(greatermanchester-ca.gov.uk\)](#)

Skills provision in these areas continues to be just as, if not even more, critical to GM's recovery from COVID19.

4. Greater Manchester Context

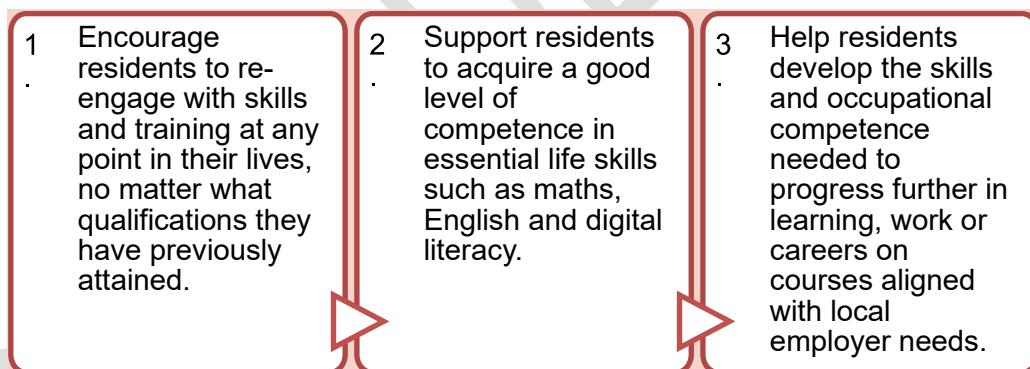
As the devolved AEB programme is entering its fourth year of delivery for the academic year 2022 – 2023, GMCA has made progress against its original priorities of:

- Closer working with providers
- A place-based approach
- Responding to employer needs
- Addressing barriers to Adult Skills

Development work is continuing against these priorities, and substantial consultations with both providers and stakeholders have shaped the devolved AEB throughout the first 3 years of activity, resulting in an agreed set of objectives, themes and goals for GMCA's Adult Skills programme (Annex 2) to provide greater clarity of what the GM devolved Adult Education Budget funding will deliver for GM residents and businesses.

The aim is to be clearer on who the GM Adult Skills Programme is for, what it will fund and why, and to improve the take up by residents by making the system clearer for learners and AEB skills providers.

Three key objectives have been identified for all residents on GM Adult Skills programmes funded through the Adult Education Budget and these underpin our priorities. The objectives are to:



GMCA want to take the opportunities that this procurement exercise will provide to focus on place; on the impact for learners and employers; and on ensuring that provision aligns as closely as possible with the skills needs of GM's employers and GM's frontier and foundational sectors (see Annex 3). GMCA reserve the right to keep our priority sectors/occupations/cohorts under review as more up to date evidence is shared, including, but not limited to, the LSIP in summer 2023 and ongoing industry intelligence refreshes.

The procurement of the devolved AEB in 2022 in readiness for the 2023-2024 academic year and beyond, provides an opportunity for GMCA to re-address and re-balance our direction of travel for the devolved AEB funding and to ensure there is a clear focus on employment, career advancement and sectoral provision.

Alongside our grant-funded institutions, procured contracts for services extend learner choice for GM residents and bring additional value to our AEB activity with specialist providers and niche provision from the market, focusing on specific employment skills gaps and priority cohorts to support the Greater Manchester ambitions and GM Adult Skills Programme.

Evidence to support commissioning

Since devolution, over 155,000 GM residents have accessed over 340,000 devolved AEB funded courses. Delivery of non-regulated provision has decreased by 22%, and enrolments onto courses at Level 2+ have increased; both are trends which GMCA want to continue into the future.

Across Greater Manchester as a whole, there are c.442,700 working age residents with qualifications at level 1 and below demonstrating that there is still a continuing need for engagement with lower skilled residents, progressing them through levels and into sustainable employment. Furthermore, data for residents with qualifications at other levels, shows there is still significant progress to make, not just for GM but across the region.

The table below indicates the estimated percentage of the working age population with qualifications at level 1 or below across; level 2 or below and level 3 or below in each of our local authority areas as of December 2020:

Area	% of population with L1 or below qualifications	% of population with L2 or below qualifications	% of population with L3 or below qualifications
Bolton	11.2%	11%	10%
Bury	4.8%	7%	7%
Manchester	21.6%	14%	19%
Oldham	9.2%	10%	10%
Rochdale	9.2%	8%	8%
Salford	9.1%	8%	9%
Stockport	8.8%	9%	8%
Tameside	8.8%	10%	9%
Trafford	5.7%	7%	7%
Wigan	11.6%	15%	12%

This shows that although there is still a significant need to address skills at the lower level, and we need to move more residents towards gaining both level 2 and 3 qualifications if we are to improve productivity and give residents the opportunity to progress.

Furthermore, [ONS data 2022](#) identifies that there are 87,500 out of work residents across Greater Manchester who do not hold any qualifications and 61,500 employed residents without a qualification. This has clear implications for productivity and business growth, as

well as for those residents' likelihood of progression and social mobility, hence the need for skills providers to target the lower-skilled workforce.

The table below shows employed residents only as an estimated percentage of the working age population with qualifications at level 1 or below; level 2 or below and level 3 or below in each of our local authority areas as of December 2020. This provides us with clear data to support employed residents across GM to enable them to upskill and particularly to assist in driving up productivity in GM's frontier and foundational sectors.

Area	% of employed population with L1 or below qualifications	% of employed population with L2 or below qualifications	% of employed population with L3 or below qualifications
Bolton	8%	11%	11%
Bury	7%	8%	6%
Manchester	15%	8%	16%
Oldham	7%	10%	10%
Rochdale	9%	8%	9%
Salford	9%	8%	9%
Stockport	13%	9%	8%
Tameside	11%	12%	10%
Trafford	6%	9%	6%
Wigan	14%	17%	13%

In terms of sectors, enrolments on to sector specific learning has decreased by 5% since devolution whereas enrolments on to activities under 'Preparation for Life and Work' has increased, also by 5%. In order to address challenges with skills gaps in our frontier and foundation sectors, this procurement exercise has been split into two different lots which GMCA believe will start to shift the balance between take up of sector specific learning and that of preparation for life and work (and related activity).

Lotting Strategy

Data from the first three years of devolution clearly demonstrates:

What GMCA needs to buy	What GMCA will not buy
<ul style="list-style-type: none"> Provision for unemployed/not in work residents to be sector focused and labour market relevant, driven away from generic Preparation for Life & Work courses Provision to upskill or reskill the low-skilled workforce and those wishing to remain in work longer 	<ul style="list-style-type: none"> Stand-alone employability/Preparation for Life & Work provision (SSA 14.2). GMCA requires this provision to complement sector-based learning. Provision not linked to essential skills or occupational competencies to progress further learning, work or careers

<ul style="list-style-type: none"> • A greater alignment with GM's key economic sectors • More accredited provision • More progression through the qualification levels up to and including Level 3 • More progression into employment • Evidence-based geographical/specific cohort targeting 	
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The data is now allowing GMCA to clearly define what provision it needs to buy and the provision it doesn't require more of, to gain higher quality, more relevant activity resulting in better outcomes for GM residents and supporting local employers.

Our lotting approach will provide a focus on upskilling residents to progress into employment and better employment, with the proposed outcomes to drive up good quality destinations, support our local employers and the wider GM ambitions. It will also shift the behaviour of procured providers to focus on the upskilling / reskilling of more low-skilled employed residents who are currently being left behind.

5. Scope, Design and Delivery

As mentioned in section 1 above, this procurement is split into two separate lots. Although there is no fixed programme model, the descriptions below provide examples of how delivery could be shaped. Full design of this is left up to bidders providing they meet the minimum essential criteria as set out below.

Essential criteria

All activities delivered under each of the lots must be linked directly to one or more of GM's Adult Skills Programme objectives (Annex 2)

As a minimum, we expect providers to:

- Have strong employer links and be engaged with employers and understand their occupational skills gaps
- Have a strong, focussed marketing strategy to ensure they have capacity to target eligible residents across GM
- Have an existing base in Greater Manchester or the ability to establish a base in Greater Manchester prior to the start of the 2023/2024 academic year
- Have a proven track record of delivering AEB funded qualifications and be able to demonstrate that they are capable of delivering high quality provision
- Have an Ofsted rating of 'Good' or 'Outstanding' that is maintained up to and including the point of contracts being issued
- Have capacity to deliver courses across a range of occupational or sector subject areas which map to GM's frontier and foundation sector skills gaps
- Take into account the level of need in each Local Authority area and to target activity appropriately, as outlined in 'Evidence to support commissioning' particularly ensuring an appropriate spread of targeting and delivery by LA.
- Demonstrate that their proposed delivery model fully conforms to Draft GMCA's AEB Funding & Performance Management Rules 2023-2024 (Annex 1).

Lot 1: Upskilling unemployed residents and residents who are economically inactive into employment.

LOT 1 Scope	
Objective	This lot will be used to engage with unemployed residents, including those furthest away from the labour market and residents who are economically inactive wanting to re-enter the workplace , to develop the essential skills and occupational competencies needed to progress further in learning, work or careers, on courses aligned with local employer needs.
Value	<p>£12,000,000 total</p> <p>Bidders delivering provision for more than 6 Local Authority areas can propose activity with a minimum value of £1,000,000 to a maximum value of £4,000,000</p> <p>Bidders delivering provision for between 3 and 5 Local Authority areas can propose activity with a minimum value of £250,000 to a maximum value of £2,000,000</p>
Geography	Pan-GM or targeted to a minimum of three Local Authority areas
Overall Lot Critical Success Factors	<ul style="list-style-type: none"> • Overall expected volumes of residents supported across Greater Manchester for this lot is 9,300 • Overall expected achievement rates of learning across Greater Manchester for this lot is 80% • 50% of residents supported across Greater Manchester must be from the lower super output areas identified for the devolved GMCA Adult Education Budget programme (Annex 4)
Suggested Programme Model	<p>Although there is no fixed programme model (full design of this is left up to the applicant based on their industry knowledge and understanding) provision delivered under this lot should, as a minimum, comprise of:</p> <ul style="list-style-type: none"> • Essential life skills qualifications up to and including Level 2 to: <ul style="list-style-type: none"> ○ Improve English and literacy ○ Improve maths and numeracy ○ Improve digital skills and digital literacy ○ Improve ESOL and support new arrivals • Sector-Based Work Academy Programmes (SWAPs) linked to key employment sectors • Vocational skills delivery up to Level 3 in key occupational areas (see Annex 3) to: <ul style="list-style-type: none"> ○ Support progression to skills courses that focus on labour market needs ○ Provide training and qualifications leading to employment, self-employment or an apprenticeship. <p>Provision under this lot can include both accredited and non-accredited activities. Non-accredited activities are to be used for flexibility where existing qualifications do not meet learner need and can provide support onto an employment pathway.</p>

LOT 2: Upskilling / reskilling employed residents

LOT 2 Scope	
Objective	<p>This lot will be used to engaged employed residents to improve their skills and be more productive, or retrain to find a better job, and support in-work progression.</p> <p>GMCA will not allow the delivery of generic employability provision under SSA14.4 (Preparation for Work) to residents in employment.</p>
Value	<p>£7,000,000 total</p> <p>Bidders delivering provision for more than 6 Local Authority areas can propose activity with a minimum value of £1,000,000 to a maximum value of £3,000,000</p> <p>Bidders delivering provision for between 3 and 5 Local Authority areas can propose activity with a minimum value of £250,000 to a maximum value of £1,500,000</p>
Geography	Pan-GM or targeted to a minimum of three Local Authority areas
Overall Lot Critical Success Factors	<ul style="list-style-type: none"> • Overall expected volumes of residents supported across Greater Manchester for this lot is 5,450 • Overall expected achievement rates of learning across Greater Manchester for this lot is 85%
Suggested Programme Model	<p>Although there is no fixed programme model (full design of this is left up to the applicant based on their industry knowledge and understanding) provision delivered under this lot should be complementary to sectoral learning and should, as a minimum, comprise of:</p> <ul style="list-style-type: none"> • Support for employed residents currently in low-skilled jobs or at risk of redundancy to upskill and progress in the workplace • Support for employed residents to reskill to find a better job in a different sector, or to remain in work longer • Address skills gaps in key employment sectors and occupational areas (Annex 3), providing employers with a locally skilled workforce • Delivery of accredited vocational skills from Level 1 up to Level 3 in key occupational areas (Annex 3) • Delivery of accredited essential life skills and qualifications up to and including Level 2 in English, maths, Digital Skills and ESOL. <p>Providers are reminded to utilise GMCA’s devolved funding policy flexibilities within this lot to support additional GM residents where they have not been able to previously, including:</p> <ul style="list-style-type: none"> • First full Level 2 Expansion • Increase in the low-wage threshold above the national rate • Level 2 Digital Skills • Standalone Level 3 units • GM Local Level 3 Qualification Offer • Licence to Practice • Disclosure and Barring Service • Learning in the Workplace.

	Full details of these devolved funding policy flexibilities can be found in the Draft GM AEB Funding & Performance Management Rules 2023-2024 (Annex 1).
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Bidders will be expected to meet the following delivery standards:

- Provide appropriate information, advice and guidance to residents when they complete their courses to help them progress in employment or into further learning if appropriate.
- Deliver training that is either face to face, blended learning or fully meets GMCA's definition of appropriate hybrid distance learning. For more information on this please refer to sections 3.24 – 3.26 in GMCA's AEB Funding and Performance Management Rules (Annex 1)
- Plan delivery with Guided Learner Hours (GLH) at 70% or above the number stated on the Government [Find A Learning Aim](#) website.
- Ensure that 60% of the contract value is delivered by the lead provider.
- Deliver provision to adults **across a minimum of 3 Local Authority areas of Greater Manchester**.
- Not charge more than 17.5% for management fees if using a supply chain. Providers wishing to charge supply chain partners a management fee of above 17.5% must submit a full rationale as to the reasons to GMCA in advance for approval. Bidders must also not have more than one level of subcontracting.
- Abide by the Draft GMCA AEB Funding and Performance Management Rules, including all updates and addendums to these during the academic year (Annex 1).

Providers need to be aware that:

- All local Level 3 and 'Level 3 Free Courses for Jobs offer' activity is funded through a single pot of money in Greater Manchester amalgamated from both funding sources for each academic year.
- All successful skills providers will have the opportunity to deliver Level 3 qualifications from the GM Local Level 3 offer, the 'Level 3 Free Courses for Jobs offer' and the GM 'Free Courses for Jobs 20% Level 3 Funding Flexibility Offer' lists.
- Providers will not be given a specific allocation for either the individual funding sources or the 'single pot', however they will have a restricted upper value to work towards in line with national procurement rules.

6. Eligibility of Individuals

Individuals accessing funding through the GMCA devolved Adult Education Budget **must** reside in Greater Manchester and meet the following eligibility criteria available as per the Draft GMCA Adult Education Budget Funding and Performance Management Rules 2023-2024 (Annex 1).

7. Organisational Experience

Providers must ensure and be able to demonstrate that:

- Employees with responsibility for delivering any element of the provision have experience, skills and, where appropriate, qualifications that are relevant to the type and scale of the provision offered.

- The management structure is of sufficient size, is organised appropriately and is supported by administrative systems and any other infrastructure necessary to effectively manage and deliver the provision from the implementation phase of the contract.
- There is the capacity to operate flexibly, responding to emerging evidence as the programme progresses.
- Recruitment plans (for staff working on AEB activity) are in place (these must be provided at regular intervals). The Provider must immediately inform the Programme Office of any staff absences with mitigation plans that will impact on the delivery of the programme.

The provider is also expected to comply with GMCA's values and standards as described in Annex 5.

Where a bid includes a supply chain, the lead bidder must provide evidence of the necessary systems and governance arrangements for ensuring robust management and support of the supply chain providers. Lead bidders will be solely responsible for the performance across the whole of the contract. Please refer to the Draft GMCA AEB Funding and Performance Management Rules 2023-2024 (Annex 1) for further information.

8. Stakeholder Engagement

Providers will be expected to work with a myriad of stakeholders to ensure this programme benefits the right residents in Greater Manchester, especially those who are unemployed or economically inactive and seeking to re-enter the workplace, or people in relatively low skilled employment and earning below the national real living wage. This must occur throughout the programme model; from engagement, to signposting during time on programme, to securing appropriate and sustainable progression outcomes for participants.

Therefore, we expect the providers to have substantial experience in developing strong and collaborative working relationships with key stakeholders, particularly including (list not exhaustive):

- Employers and employer facing partners
- Local Authorities
- Local Authority and other government commissioned partners (e.g. Skills for Growth, Skills Bootcamps, Working Well programmes)
- Jobcentre Plus
- Housing Associations
- GM Integrated Care Partnership

Providers will be expected to join the GMCA Adult Education Budget Provider Strategic Network and attend strategic updates as required.

9. Reporting

Providers are required to submit [ILR](#) data via the ESFA on a monthly basis and the [Earnings Adjustment Statement](#) on a quarterly basis, in line with the timescales set by the GMCA. This will be used to support payment and performance management processes. We would also expect providers to adopt a continuous improvement model where they gather feedback from participants to inform future delivery to improve their service.

Providers will also be expected to submit Progress and Monitoring reports on a quarterly basis so that GMCA can assess the extent to which the programme is impacting on GM residents, including detailed information relating to learner outcomes/progressions. If any performance issues are identified GMCA will liaise with lead organisations to ensure appropriate interventions are being made in a timely manner.

10. Budget

Lead organisations should submit bids which covers the 2023/2024 academic year.

Lead organisations are invited to submit bids that:

	Lot 1		Lot 2	
	Delivering provision in 6 or more Local Authority areas	Delivering provision for between 3 and 5 Local Authority areas	Delivering provision in 6 or more Local Authority areas	Delivering provision for between 3 and 5 Local Authority areas
Minimum contract value	£1,000,000	£250,000	£1,000,000	£250,000
Maximum contract value	4,000,000	£2,000,000	£3,000,000	£1,500,000
Contract values cover the whole period from 1 August 2023 to 31 July 2024				

Where the total value of successful bids is higher than the funding available in each lot, or where there is a duplication of prime/supply chain partners within successful bids, GMCA reserves the right to undertake negotiations with some or all of the successful bidders. This is to ensure the value of the contracts awarded is within the budget stated and that duplication of supply chains is avoided to ensure sufficient capacity and capability across all contracts awarded, and that contracts are awarded to a range of providers who can deliver the specified provision, ensuring a fair market share.

In addition to the above, GMCA reserve the right to negotiate with some or all bidders on every aspect of their submissions. This may include, but is not limited to the following:

- Local Authority area coverage
- Sector skill areas
- Learner volumes
- Contract values
- Past performance

Further AEB funding will be commissioned separately at future dates, in readiness for the start of the 2023/2024 academic year, to address specific, targeted, evidence-based disparities such as occupational skills gaps, specific cohorts and / or communities.

11. Payment Model

The payment model for this programme is payment per qualification as per the rate agreed by the ESFA. Funding rates for the qualifications can be found on the [Find a Learning Aim](#) website.

GMCA is currently reviewing funding rates for 2023/2024 onwards and how it will be able to apply any suitable increases, including whether this will impact on learner volumes and / or contract values. This review will be taken into consideration when final allocations are agreed.

GMCA will make payments to the provider monthly, in arrears. GMCA will calculate and validate the monthly payment that is due to the provider using the monthly ILR and EAS submissions which GMCA receives. GMCA will use all reasonable endeavours to make the monthly payment to the provider within 30 days of the provider's submission of its ILR information, subject to GMCA receiving the ILR information through from the ESFA within the agreed timescales.

Supply Chains

Lead bidders will be expected to apply the same payment terms to their supply chain. GMCA reserve the right to verify supply chain payment arrangements via Open Book Accounting (see Section 15).

12. Performance Requirements

Details of GMCAs performance management rules are outlined within Section 4 of the Draft GMCA AEB Funding and Performance Management Rules 2023-2024 (Annex 1), issued as part of this ITT. All providers will be performance managed using the submission of the following documents, which will form part of the Contract for Services:

- GM AEB Delivery and Financial Schedule
- Minimum Quality Service Delivery Standards
- Social Value Outcomes

Providers will be required to report performance to GMCA monthly through the Individualised Learner Record which will be reviewed against the submitted delivery and finance schedule. GMCA will be able to use this information to measure the impact of AEB activity against its overall critical success factors in each of the lots.

Following the monthly submission of the ILR, GMCA will use this data to determine the basis of monthly performance management meetings with providers, along with the quarterly EAS submissions, the Social Values reporting and any compliance activity that has been undertaken.

GMCA will have four key monitoring points during the year, which are used to review the overall position of GMCA's AEB funding in terms of expenditure and delivery. These points are set out below:

Monitoring Point	Month
Progress & Monitoring Review 1	January
Progress & Monitoring Review 2	April
Progress & Monitoring Review 3	July

Progress & Monitoring Review 4	October (Final Reconciliation)
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At the monitoring points outlined above, providers will need to complete a Performance Monitoring Report, which sets out performance to date, forecast to the end of the funding year, along with details of any existing or potential issues/risks relating to under/over performance in terms of expenditure or delivery. This report will provide qualitative information on your progress in terms of delivery, as well as financial and numerical data.

At these monitoring points, where providers have identified actual or potential underspend within their current allocation, for reasons outlined in the Performance Monitoring report, they will be given the opportunity to voluntarily reduce their allocation. Any underspend will be returned to the central pot to be redistributed within GM.

13. Data Collection and Individualised Learner Record (ILR)

Providers will need to submit monthly data returns via the Individualised Learner Record (ILR). Information on how to provide and submit ILR data can be found on the Government website [page](#). Providers will need to familiarise themselves with the ILR [submission guidance](#) and [Individualised Learner record \(ILR\) technical documents, guidance and requirements](#) to ensure data is submitted correctly.

14. Monitoring and Compliance

Requirements for monitoring and compliance are laid out in Annex 6.

15. Evaluation

Providers must make themselves available to take part in AEB programme evaluations if and when GMCA requires. This may include external partners and will be communicated to providers when necessary.

16. Governance

The accountability for the contract will be the responsibility of GMCA's Education, Work and Skills Director, via the Strategic Oversight Group. Authority sits with GMCA, GMCA Chief Executive and Treasurer. Regular reporting will also be provided to the GM Employment and Skills Advisory Panel.

A monthly performance review will be established between GMCA and the Provider with the purpose being to review delivery, performance, issues and risks.

17. Marketing and Communications

The Provider will be responsible for the production of all marketing and communications materials. These must adhere to the branding guidelines which will be supplied to the Provider, and are available on the GMCA Adult Education Budget [website](#).

The Provider will be expected to engage in regular campaigns with GMCA and other providers delivering on this programme. This will involve producing case studies and marketing materials upon request to promote the wider programme.

The Provider will be required to produce hard copies of relevant materials (e.g. leaflets, flyers advertising the project and others as required).

The GMCA Programme Office should immediately be notified of any media enquires relating to the programme. The GMCA Programme Office will take the lead in coordinating responses, however the Provider will be required to input into these responses where required by the GMCA Programme Office.

18. Information Governance

Information Governance requirements are laid out in Annex 7.

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Annex 1 – Draft GMCA AEB Funding and Performance Management Rules 2023-2024

Double click the icon below to access the Draft GMCA AEB Funding and Performance Management Rules 2023-2024.



Draft GMCA AEB
Funding and Perform:

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Annex 2 – GM Adult Skills Programme

Double click the icon below to access the GM Adult Skills Programme



GM Adult Skills
Programme.pdf

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Annex 3 – Greater Manchester Frontier and Foundation Sectors and Key Occupations

Double click the icon below to access the Greater Manchester Frontier and Foundation Sectors and Key Occupations.



Greater Manchester
Frontier and Foundati

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Annex 4 – Greater Manchester Lower Super Output Areas

Background

The primary aim of the Adult Education Budget is to ensure all Greater Manchester (GM) residents are equipped for life and work, with good job opportunities to progress and develop within a thriving and productive city region economy. It is available to fund skills provision and associated support to GM residents aged 19 or over and is aligned to other GM wide activities for education, skills and work, and other policy areas.

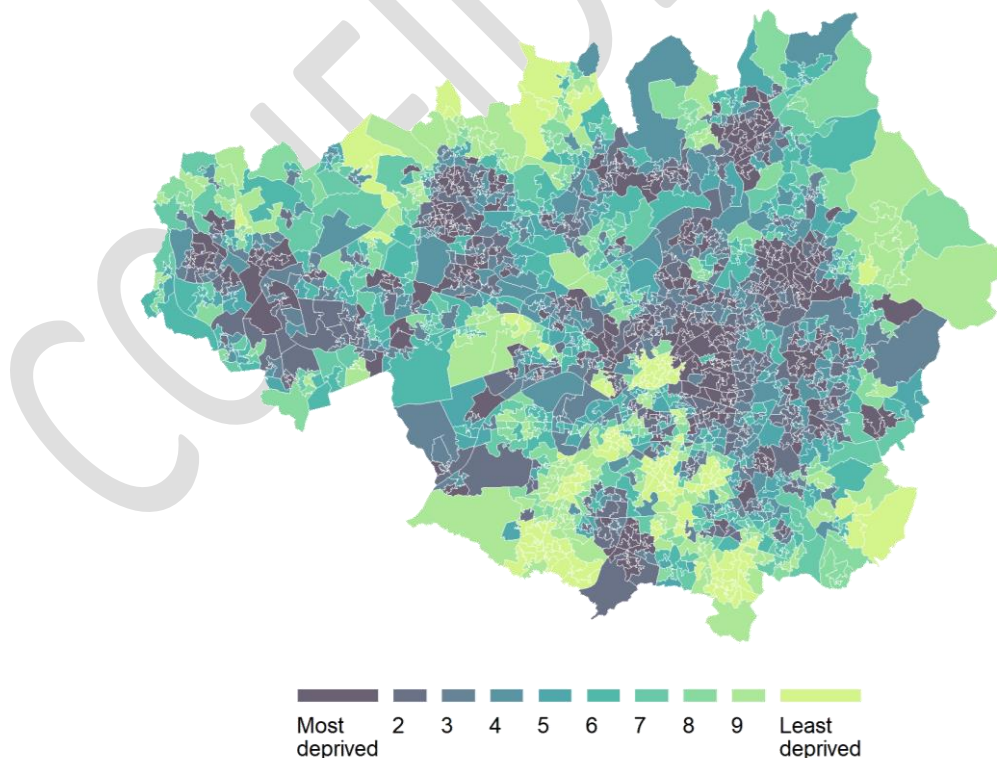
Our lotting approach will provide a focus on upskilling residents to progress into employment and better employment, with the proposed outcomes to drive up good quality destinations, support our local employers and the wider GM ambitions. It will also shift the behaviour of procured providers to focus on the upskilling / reskilling of more low-skilled employed residents who are currently being left behind.

Using the Lower Super Output Area (LSOA) data, along side data of low and no qualifications, these are the areas that would benefit the most from AEB-funded provision in Greater Manchester.

The information below has been made available to support where provision delivered as part of this offer should be targeted as per the specification.

IMD Adult Skills Sub-Domain, 2019

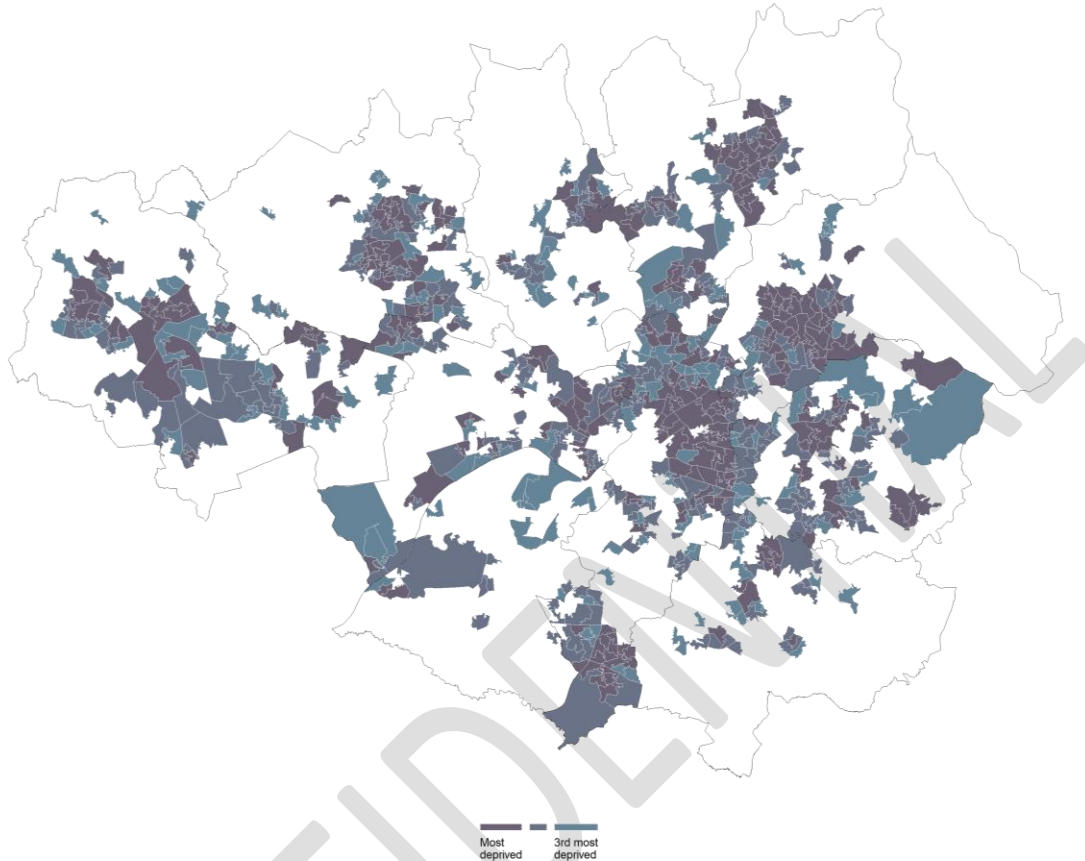
GM's LSOAs by deprivation decile



Source: English Indices of Deprivation (2019), MHCLG

IMD Adult Skills Sub-Domain, 2019

GM's LSOAs by deprivation decile - worst 3 deciles only



Source: English Indices of Deprivation (2019), MHCLG

Proportion of LSOAs in IMD (2019) Adult Skills Deprivation Deciles (1 = 10% most deprived LSOAs in England)

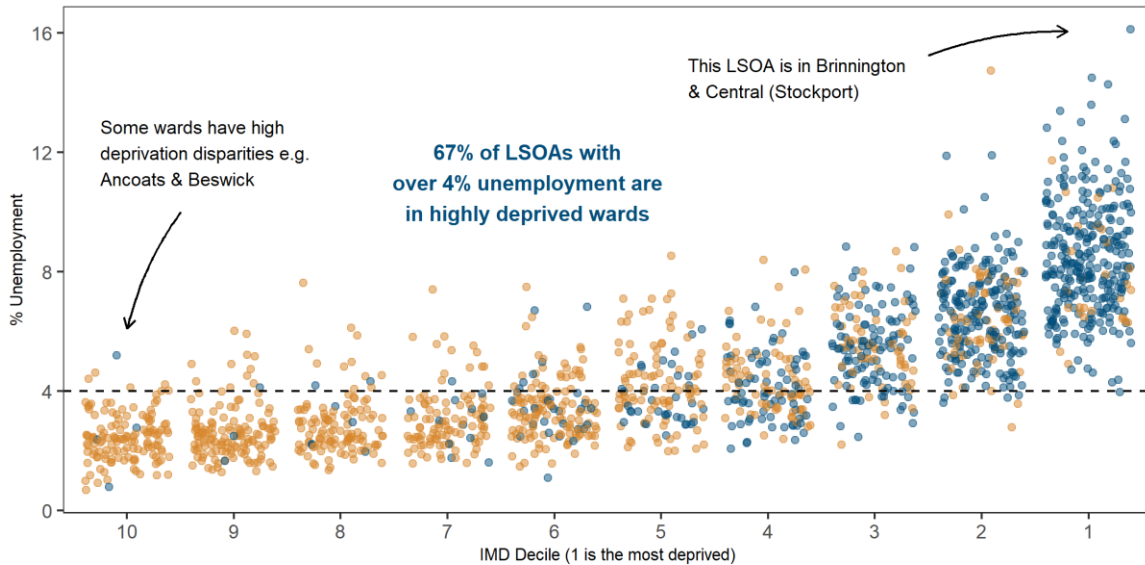
IMD Decile	Bolton	Bury	Manchester	Oldham	Rochdale	Salford	Stockport	Tameside	Trafford	Wigan	GM	England
1	23%	5%	25%	33%	30%	23%	4%	19%	1%	16%	18%	10%
2	12%	11%	19%	15%	19%	20%	9%	27%	7%	17%	16%	10%
3	12%	10%	12%	7%	7%	9%	7%	11%	7%	15%	10%	10%
4	9%	10%	4%	13%	11%	10%	7%	15%	5%	9%	9%	10%
5	7%	9%	6%	6%	7%	10%	7%	11%	9%	8%	8%	10%
6	10%	13%	4%	9%	9%	9%	12%	9%	8%	14%	9%	10%
7	8%	15%	2%	6%	4%	2%	11%	5%	7%	11%	7%	10%
8	6%	15%	4%	5%	10%	5%	11%	3%	11%	7%	7%	10%
9	10%	8%	5%	6%	3%	7%	14%	1%	23%	6%	8%	10%
10	3%	4%	18%	1%	0%	5%	18%	0%	21%	1%	8%	10%

Deprivation Decile vs Unemployment

There are some factors that might correlate with high adult skills deprivation. The scatter plot on the next page contains a point for each GM LSOA, which are coloured blue if they are in one of the 95 more deprived wards from the previous slide (orange if not). The x-axis shows IMD deciles, the y-axis % unemployment. It's clear that unemployment and adult skills deprivation are positively correlated and just over 2/3 of the LSOAs with high unemployment (> 4% - decided arbitrarily) and high deprivation are in the most deprived wards.

GM LSOAs: IMD Adult Skills Deprivation Decile vs Unemployment

Blue LSOAs are in the Most Skills-Deprived GM Wards

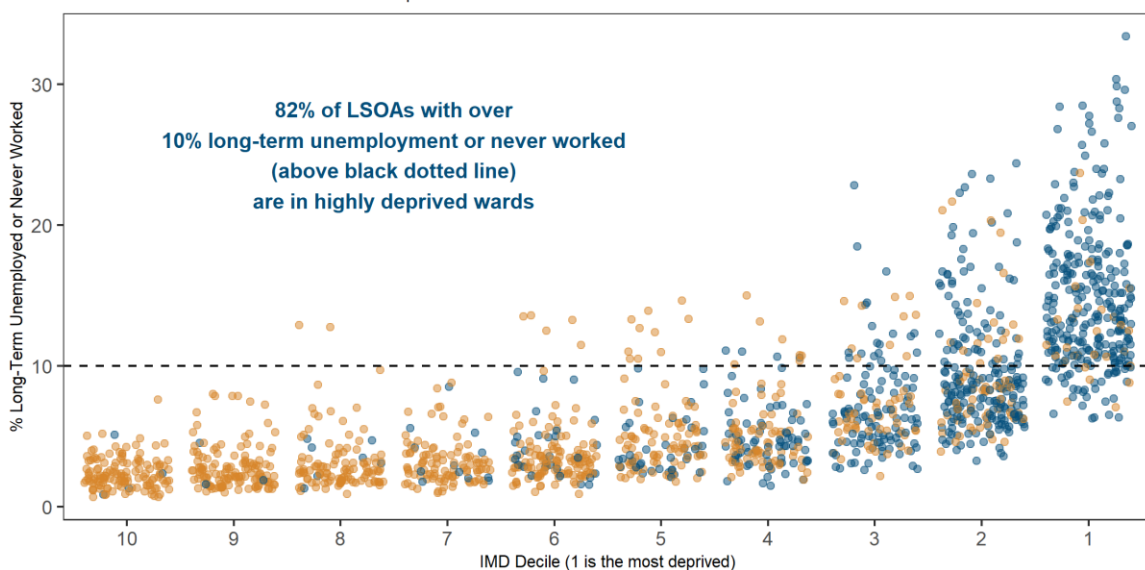


Sources: Census (2011), English Indices of Deprivation (MHCLG, 2019)

The chart below is same as the chart above, but with % of population being long-term unemployed or having never worked on the y-axis. Here it's even starker that the variables are positively correlated (e.g. it's clear that the bulk of the LSOAs above the 10% line are in the more deprived deciles). And the vast majority of the LSOAs with high LT unemployment/never worked (> 10% - decided arbitrarily) and high deprivation are in the most deprived wards. Again the spread of the data increases with deprivation.

GM LSOAs: IMD Adult Skills Deprivation Decile vs Long-Term Unemployment or Never Worked

Blue Coloured LSOAs are in the Most Skills-Deprived GM Wards



Sources: Census (2011), English Indices of Deprivation (MHCLG, 2019)

Postcodes of LSOA's to target

Within the below embedded document are the Postcodes of LSOA's within the top 3 deciles, which should be used to target provision as per the specification.



Most Adult Skills and
Employment Deprived

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Annex 5 - Values and Standards

The following themes are integral values of delivery, and the Provider will be asked to submit policies and plans for each of the themes below:

1.1 Equalities & Accessibility

- 1.1.1 The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. It sets out the different ways in which it's unlawful to treat someone.
- 1.1.2 The Provider should provide a tailored service to meet the demographic and access needs of each local population. Details of these are included in the set of ask and offer documents which accompany this specification.
- 1.1.3 The Service should have simple, streamlined access routes and communications which may need to vary to meet the needs of all participants.
- 1.1.4 Provision must be flexible and be available at appropriate times and locations so as not to increase absence from work, and to secure maximum engagement.

1.2 Social Value

- 1.2.1 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 delivery of services. 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. It could be argued that this type of approach has been adopted as good practice across Greater Manchester Authorities before the Act came into force. However, 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. Please see Appendix B, the GMCA Social Value Guidance, for further details. Providers are required to set out how they will deliver social value through this contract as part of their tender submission. Your submission will form part of the contracted performance management and compliance regime.

1.3 Safeguarding

- 1.3.1 The Provider must ensure that all staff, associates and sub-contractors are aware

of and comply with the providers safeguarding policies and procedures for ensuring the safety and wellbeing of vulnerable adults and children, in the delivery of this specification.

1.4 Health and Safety

1.4.1 Bidders must provide information regarding how they will ensure the health and safety of participants on this project. This must include details of health and safety assessments, work-place risk assessments, accident recording and reporting, how health and safety will be communicated to all relevant parties and the names of the key staff responsible.

1.5 Business Continuity

1.5.1 As part of the contract implementation, bidders will be asked to supply details of how business continuity arrangements will be implemented and how these requirements will be covered. As part of the contract, GMCA expects bidders to:

- Provide robust Business Continuity Plans and Disaster Recovery arrangements for all services
- Provide GMCA with sufficient evidence to demonstrate these are in place
- Regularly test all contingency arrangements, providing relevant evidence and outcomes of tests to GMCA via the Programme Office
- Immediately notify GMCA in the event of a business continuity incident or a significant disaster

1.6 Risk and Mitigation Plans

1.6.1 The Provider will be required to provide a mobilisation plan setting out:

- Detailed mobilisation plan from contract award to the first three months of delivery
- Details of the responsible leads
- A detailed risk plan that in addition to the risks the Provider has included will also include, but not be limited to the following risks GMCA have identified: *programme finances, stakeholder referrals and engagement, access to mainstream GM services, inappropriate delivery model for participant group, fluctuations in referral levels, information governance and data sharing, IT systems.*

2. Consortia and Sub-Contracting

2.1 Where multiple organisations join together to form a consortium, the consortium (where relevant acting through its lead member) will be required to provide full details of the contractual and management arrangements that the members will use to ensure delivery of a joined-up, coherent and efficient service. The proposals should include how members have addressed and plan to mitigate the delivery risks of multiple partners providing a single service. Bidders should clearly set out how they propose to remedy underperformance by organisations within the consortium, and to detail how they will ensure that the systems and recording procedures are in place

for the contractor to access records and monitor and audit all the consortium's members' activities and delivery as if they were each a prime contractor.

2.2 If a consortia bid was to be successful, the consortium will be required to establish a single entity with which the contractor will contract. Guarantees from the consortium members will be sought aimed at securing performance of the project deliverables.

2.3 Where Bidders include in their proposal sub-contracting arrangements, where they have a contractual commitment at the point of submitting their tender, they should provide the following:

- Details of the sub-contractor's business and capability
- Details of the role the sub-contractor/s and the services they will provide in the delivery of the contract
- How sub-contractor/s was selected and why they represented the best value solution to the delivery of the Service
- The percentage value of the contract allocated to the sub-contractor/s
- Details of how the sub-contractor will be managed and an integrated service provided and evidence of the effectiveness of this approach

2.4 Where bidders intend to procure the services of sub-contractors, either incorporated bodies or individuals, to deliver elements of the programme after the award of contract they should provide confirmation of the following:

- That the services of sub-contractors will be procured in accordance with public procurement rules and in an open and transparent manner
- That they will notify the contractor of the employment of sub-contractors and the value of their contracts and the details of the Service to be provided by the sub-contractor.

2.5 GMCA is committed to supporting the Government target of 25% of Government spending with third party suppliers to go through Small to Medium Enterprises through either direct or indirect spend where it is relevant to the contractual requirement and provides value for money. GMCA therefore actively encourages bidders to make their sub-contracting (if applicable) opportunities accessible to SMEs and implement SME-friendly policies by:

- Opening their supply chain to SMEs by splitting requirements into smaller elements to make them more attractive to the SME market whilst bringing innovation, flexibility, and value for money
- Advertising any sub-contracting opportunities where appropriate and economical to do so, for example by using Contracts Finder or informing local networks/partners
- Where possible paying SMEs earlier than the contractual requirement of 30 days from receipt of valid invoice

- Working with SMEs throughout the life of the contract to develop innovative and cost-effective solutions delivered through the supply chain

2.6 Bidders will need to give the contractor the confidence, and provide details and evidence, that all systems and processes for managing sub-contractor performance are robust, provide a clear audit trail of evidence and ensure that their supply chain is delivering in accordance with the overall contractual obligations. The Bidder must impose on their sub-contractors a binding requirement to comply with all contractual obligations with regard to performance, reporting, the retention and management of information, data and records and those relating to values and standards.

3. Staff and Volunteers

3.1 The Provider will recruit suitably qualified and trained staff and volunteers who have been appropriately vetted including, where appropriate, enhanced Disclosing and Barring Service (DBS) check. Safe recruitment policies will be in place. The Provider will make available on request documentation relating to recruitment and retention plans, staff training, and details of previous experience.

3.2 The Provider must ensure that all directly employed staff and through their supply chains if applicable:

- are registered with and where required have completed their revalidations by the appropriate professional regulatory body
- have the appropriate qualifications, experience, skills and competencies to perform the duties required of them and are appropriately supervised, managerially and professionally
- are covered by the Provider's (and/or by the relevant Sub-Contractor's) Indemnity Arrangements for the provision of the Service
- carry, and where appropriate display, valid and appropriate identification
- are aware of and respect equality and human rights of colleagues, participants, Carers and the public

3.3 The Provider must have in place systems for seeking and recording specialist professional advice and must ensure that every member of Staff involved in the provision of the project receives:

- proper and sufficient induction, continuous professional and personal development, training and instruction
- full and detailed appraisal (in terms of performance and on-going education and training) professional leadership appropriate to the project each in accordance with Good Practice and the standards of their relevant professional body

Annex 6: Monitoring & Compliance

The ILR and EAS claim will be the key reporting mechanism for all individual activity and compliance. The Provider will be subject to compliance visits during the academic year. The number of compliance visits (between 1 and 4 per year) will depend on your RAG rating which will be agreed at your initial compliance visit. Full details of the performance management process can be found in Section 4 of the GMCA AEB Funding and Performance Management Rules (Annex 1).

Compliance visits will include the sampling of individual records (paper or electronic). This includes eligibility, action plans etc are being completed, evidence of follow ups, supporting evidence to verify outputs and outcomes and all other delivery standards required to ensure compliance across all aspects of the contract. Please review 'Section 4 – Performance Management & Payments' in the Funding & Performance Management Rules for areas address in the compliance visit. All evidence will need to be available to support any claims made for the EAS, on an individual learner basis.

The sample of records to check will be selected randomly using a method chosen by GMCA Programme Office. The frequency and size of the samples may change throughout the contract period. All issues arising from compliance checks will be reported to the Provider. Performance Review meetings with GMCA Programme Office will include discussions around compliance issues.

The Provider must permit access to all relevant documentation (paper or electronic) in relation to the provision for inspection and audit by the GMCA Programme Office Team. The GMCA Programme Office may also undertake “deep dives” into specific areas to understand where there are specific areas of weakness. This includes using Open Book Accounting.

The Provider will be expected to participate in both regular performance management and quality meetings. The meetings will be conducted in the spirit of co-design for the purpose of continuous improvement, but the commissioners reserve the right to terminate the contract, in line with GMCA performance and management framework, if performance is consistently low.

Open Book Accounting

GMCA reserves the right to use Open Book Accounting to review the financial operations of the successful provider in delivering the service.

As part of the Cabinet Office Guidance on Open Book Contract Management in Public Sector Contracts, there will be a six-monthly Contract Review between the supplier and GMCA Finance and Operational leads.

Open Book Contract Management is a structured process for the sharing and management of costs and operational and performance data between the Provider and GMCA. The aim is to promote collaborative sharing of data between parties as part of financial transparency. The outcomes should be a fair price for the Provider, value for money for GMCA and performance improvement for both parties over the life of the Contract.

Ofsted

The successful Provider will be in scope for Ofsted inspections due to being publicly funded to provide post-16 education and/or training. GMCA expects to be informed of any Ofsted inspections and reserves the right to attend Ofsted feedback meetings.

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Annex 7 - Information Governance

1. All personal information relating to participants in the programme are governed by the requirements of the Data Protection Act (2018) (DPA), the UK General Data Protection Regulation (GDPR) and other privacy related legislation.
2. The programme will involve significant data processing including data sharing between the Greater Manchester Combined Authority (GMCA) and the Provider. This will be to support operational delivery of the service, along with the evaluation and monitoring of the programme by the GMCA. Data Protection Regulations require organisations to put in place appropriate technical and organisational measures to implement the data protection principles and safeguard individual rights. This is 'data protection by design and by default'. Both the Provider and the GMCA will involve the Information Governance team throughout the project in order to make sure compliance of the regulation is embedded from the design stage right through the lifecycle.
3. The data relationship within this programme is potentially complex. It is likely that the Provider will be considered a data controller, both individually and jointly with the GMCA for the majority of the service process. But also in relation to some data, a Processor on behalf of the GMCA.
4. The GMCA will require the collection of specific data items for monitoring and evaluation of the service. However, it is anticipated that the Provider will potentially want to use some of these data items for delivery of the service, but possibly not all. In this situation a joint data controller relationship will likely exist for the commonly used items and for the other items the Provider would be considered a Processor. These relationships will be identified in the contract terms. All personal data items and the reason for which they are required must be listed in the Data Protection Impact Assessment prior to any processing of said personal data.
5. The Provider will also be responsible for collecting data to ensure a high quality of service can be delivered. In this situation they will be deciding the manner and purpose for which the programme information will be collected and processed in line with contracted service requirements. This will include this specification, contract clauses and appendices. In this situation the Provider maybe considered to be the sole Data Controller for this information. This means that the Provider must ensure all data protection compliance requirements are in place to process this data. This will be stipulated in any contract terms and a Data Protection Impact Assessment will need to be completed.
6. The Provider will be expected to either accept the roles detailed above or provide written justification and evidence to an alternative. The Provider will still be required to ensure that all their processing of information is in compliance with the DPA 18 and the UK GDPR. Also, where it is necessary they will be required to put in place processes that will enable information sharing with participants to support both operational delivery and the evaluation of the service. This work must be undertaken at the Provider's expense.

7. It is also a requirement to work with the GMCA to complete the necessary Data Protection Impact Assessment to support the contractually required provision of data to the GMCA. The Provider at their own expense will be required to work with the GMCA to complete and approve the necessary Data Protection Impact Assessments (DPIA) to support the service and any necessary data sharing arrangements, prior to go live. The Provider will be required to assist with the necessary DPIA and data sharing arrangements not only for themselves, but also for the other aspects of the programme that will involve other Partners. (This requirement will relate to both the operational delivery and the evaluation of the service). This process will require the Provider to use the Information Sharing Gateway (ISG) (www.informationsharinggateway.org.uk) or any other subsequent system that this is replaced by. The Provider will be sponsored by the GMCA to allow access to the ISG. Where the Provider has already been sponsored as part of another contract, there is the potential that the Provider will have to consider purchasing a license for the ISG to enable them to participate in the programme requirements.
8. The Data Protection Impact Assessment between the Provider and the GMCA will set out the specified data to be shared, the basis on which it is to be shared, risk mitigations and the respective responsibilities and process of these parties in relation to shared data. As such, the Provider will be required to comply with the obligations agreed as part of this process and to implement all necessary undertakings at their own expense.
9. The Provider will be required to put into effect the agreed transparency processes that will enable them to provide the GMCA with all necessary data items needed for the evaluation and monitoring of the service.
10. The Provider will issue the required data in a format, time and frequency defined by the GMCA Programme Office, which can be used to support the evaluation and monitoring of the service. Along with planning and/or commissioning of provisions and activities to support wider planning and delivery decisions.
11. These processes will be amended where necessary to comply with the requirements of the DPA and the GDPR, as and when relevant guidance is issued by the Information Commissioner's Office. All personal data whether shared or 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.
12. It will also be a requirement that all relevant sub-contractors used by the Provider for this service are equally compliant with the requirements of Data Protection Legislation. This should be a contractual requirement with all sub-contractors and the Provider should be able to evidence this to the GMCA upon request. Any use of sub-contractors must be approved by the GMCA prior to undertaking any work. This will be stipulated in the contract terms.

13. It will be the responsibility of the Provider to ensure the appropriate Data Protection compliance is in place to support any sharing. They will also be required to highlight this when working with the GMCA on the Programme Privacy Notice.
14. Information must be protected, together with systems, equipment, and processes, which support its use. All contractors involved in the service must provide an appropriate level of security.
15. Bidders are required to submit evidence of compliant policies and processes detailing how your organisation maintains the requirements of Data Protection Legislation. The Provider will be required to be certified under the Cyber Essentials Scheme. Or an action plan as to how this compliance will be achieved and evidenced prior to go live.
16. The Provider should use a secure case management system for all participants, and this should be accessible via a roll based secure method to workers operating from any location. The case management system should also be capable of producing the performance management information required for the service management and evaluation. Tenderers should provide details of the specification and capability of the system that they propose to use and how it will meet the requirements for the operation, performance management and evaluation of the service. They should also provide evidence that they have effective security protocols and procedures that are applied to the use of the system.
17. The Provider is expected to help participants to access other relevant services for which they are eligible so that the provision is experienced as part of a coherent package. When participants are referred to other services, Providers must ensure an effective exchange of information to help deliver a seamless service to the participant. Any exchange must be in accordance with relevant legislation. The Provider as a Data Controller will be required to ensure the necessary data protection impact assessments and transparency processes are in place to support this. This must be done before any data is shared to anyone other than the GMCA.
18. In the event that the Provider fails to comply with any contractual requirements or as a result of any negligence, or breach of statute or common law in processing the Data, the Provider shall be liable for all claims, losses, liabilities, damages, costs (including all legal fees) and expenses incurred by or awarded against the GMCA.
19. It will be a requirement to ensure that the participant is made aware of the Privacy Notice for the programme at the earliest opportunity. This should be before they provide information to identify their eligibility for the programme.
20. If initial contact is via a webform, then prior to completion of this form attention should be drawn to the Privacy Notice. Alternatively, if contact is via the phone, the key aspects should be explained before the details of where it can be accessed electronically are provided.

21. When explaining the Programme Privacy Notice it should be made clear that the information will be used for research, evaluation and audit purposes and The Provider will be expected to work with the GMCA to construct the appropriate wording for the Privacy Notices. To ensure ease of understanding for the participants and to ensure it covers operational and evaluation uses of information. To achieve this, it is expected that the Privacy Notice will need to be layered. The Provider will be required to provide both paper and electronic access to the Privacy Notice about the service. The provision of the paper notice and the hosting of the electronic version of the Privacy Notice is at the Provider's own expense.
22. There will be some data that is obtained from Data Controllers that have been commissioned on your behalf to deliver specific services under the programme. In these circumstances it will be the responsibility of the Provider to ensure the appropriate Privacy Processes (privacy notice, clauses etc) are incorporated into the contract that is issued, to enable the necessary information to be shared with yourselves and the GMCA.
23. At any time information is shared by the Provider, it must also be in line with the Privacy Notice statement originally explained to the participant and the agreed processes.
24. If it is to a Third Party other than the GMCA, it must be on a need-to-know basis and with the minimum amount necessary to achieve the support required. This would apply to accessing the services provided like training or peer mentoring.
25. As the Provider will be the data controller for some of the information collected under the programme, they must ensure the retention of the data complies with the details provided in the Programme Privacy Notice. The Provider will have the responsibility, at their own expense to both securely retain and destroy the data in line with the disclosed retention period and the requirements of the DPA and the GDPR. This responsibility must also be legally enforced with any sub-contractors used by the Provider.
26. At the end of the programme the Provider will be required at their own expense to either return the data for which the GMCA is either the sole Data Controller or Joint with the Provider. In a format to be decided by the GMCA. Or to hard delete the data for which the GMCA is the sole Data Controller and confirm in writing that all records have been appropriately purged from their case management system. This must be done within one month of the instruction and at the Provider's expense.
27. It will be a requirement of this programme that the Provider (and/or their sub-contractors) must obtain prior written approval from the GMCA if they are proposing to host any of the information for which the GMCA is either the sole Data Controller or is a Joint Data Controller with the Provider outside of the United Kingdom.
28. If a request is made the Provider (and/or their sub-contractors) will be expected to supply full details of the hosting function's physical and IT security, business continuity and any implications for localised legal access to the information and the

potential impacts of such on the confidentiality of the information.

29. It will also be necessary for the Provider to supply a structured plan of how the use of the facility will be compliant with the requirements of the Data Protection Act 2018 and the GDPR.
30. The Provider should be aware that the approval of such requests is not guaranteed by the GMCA.
31. If the Provider suspect that participant data has been lost or disclosed outside the remit of the service, the person who identifies this should inform the appropriate Manager who must initiate the Providers information incident investigation procedure. The GMCA must also be informed immediately by the Provider that an information incident has occurred.
32. The Provider will be issued with contact details of who to notify in the event of a breach of security or confidentiality. It is required that the Provider will work with the GMCA to identify the issues. They will provide the GMCA with all required information and where necessary change processes to ensure further breaches of a similar nature do not occur. Any investigation, reports, information, or changes to processes as a consequence of a breach, will all be at the Provider's expense.
33. In the event that the Provider fails to comply with any contractual requirements or as a result of any negligence, or breach of statute or common law in processing the Data, the Provider shall be liable for all claims, losses, liabilities, damages, costs (including all legal fees) and expenses incurred by or awarded against the GMCA
34. The Provider will be expected to support the GMCA with requests under the Freedom of Information Act of 2000 and Data Protection Act 2018 relating to the service.
35. Any requests for Subject Access Requests (SARs) and any other requests under the Freedom of Information Act of 2000 (FOIA) or Data Protection Act 2018 must be sent to the GMCA as soon as they are received. The Provider will be required to provide all necessary information required by the GMCA to answer these requests at their own expense.
36. In relation to a SAR the Provider will be required to collate the requested information in the format required by the requester. If the request involves any information for which the GMCA is either the sole or joint Data Controller, the Provider must obtain GMCA approval of the content and any accompanying correspondence before it is released to the individual requesting. The Provider must ensure that responses to SAR or any exercising of individual privacy rights, are completed within the statutory timescales.
37. If any information associated with a SAR or an individual exercising their privacy rights, is held by the Provider's sub-contractors or other third parties associated with the programme, it will be the responsibility of the Provider to co-ordinate the action

necessary with these organisations.

38. As the Data Controller for the information gathered under the programme, the Provider will be expected to comply with the statutory requirements for retention and destruction at their own expense. The Provider will be expected to discharge these responsibilities, in line with statutory requirements once the programme has come to an end.
39. The Provider will be required at their own expense to either return the data for which the GMCA is either the sole Data Controller or Joint with the Provider. In a format to be decided by the GMCA. Or to hard delete all records and provide written confirmation that all records have been appropriately purged from their case management system. This must be done within one month of the instruction and at the Provider's expense.

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