Apprenticeship Training Dynamic Marketplace (DPS)

RM6102

Supplier guidance

value for the nation

Contents

Overview 3

How to apply to Apprenticeship Training Dynamic Marketplace (DMP) 3
- When to apply 3
- Eligibility 3
- How to apply 3

Contractual obligations 4
- Management Information (MI) reporting 4
- Contracts/Orders awarded 5
- Invoices raised 5
- Management charge 6
- Audits 6
- Insurance certificates 7
- Cyber Essentials scheme certification 7
- Continuous improvement plan 8
- Replacing or engaging new key subcontractors 8

How suppliers access and utilise the supplier registration service 9
- Updating your service offering and contact details 9
- Updating your company information 11
- Retrieving a lost password for your supplier registration account 12
- Reporting technical issues relating to the supplier registration service 12

Customers’ 12
- The customers' point of view 12
- Customers' employers’ liability insurances 13

Government Commercial Agency (GCA) 13
- Giving feedback to GCA 13
- Talking about being a supplier on Apprenticeship Training DMP 13
- GCA communication with you 14

1.Overview

This Apprenticeship supplier guide contains all of the information that suppliers should need to constructively engage with GCA and the Supplier Registration Service, as well as to successfully manage their Apprenticeship offering.

2.How to apply to Apprenticeship Training Dynamic Marketplace (DMP)

2.1. When to apply

Suppliers may apply to be part of the marketplace at any time throughout the lifetime of the DMP agreement and upload the Apprenticeship Standards you are able to deliver. There are no time constraints.

- Although the intended duration period of the DMP agreement is 4 years, there is an option to extend by up to 2 years (1+1).

2.2. Eligibility

You must be on the Education and Skills Funding Agency register as well have a Cyber Essentials certificate.

2.3. How to apply

Suppliers must register to the GOV.UK Supplier Registration Service (GCA electronic platform for this DMP) Apprenticeship supplier registration

Once you have registered on the GOV.UK Supplier Registration Service, you can begin your application to Apprenticeship DMP, which must be completed on the Supplier Registration Service.

Please note however that you do not need to register to:

- Access and download the Bid Pack
- View all clarifications that have been raised and the answers that have been given since the DMP went live.
- See which suppliers have already been appointed to Apprenticeship DMP

The above can all be viewed and accessed here:
Apprenticeship bid pack, clarifications and suppliers

Further information on how to register on the Supplier Registration Service can be found in the READ FIRST RM6102 Dynamic Marketplace.

3.Contractual obligations

3.1. Management Information (MI) reporting

As a supplier you are contractually obliged to provide a complete and accurate Management Information (MI) report to GCA on a monthly basis using the MI reports and the GCA Management Information System (RMI).

The MI must be reported throughout the term of the DMP agreement and thereafter until all call off contracts have expired. You are able to download the MI reporting template when you log on to the Report MI system

All suppliers will receive an email from the GCA MI team 4-5 days before the 1st of the month in which they are expected to start reporting MI.

Suppliers who are new to GCA will also receive an email with their login details to RMI. Existing suppliers will have Apprenticeship DMP added to the list of agreements they report on.

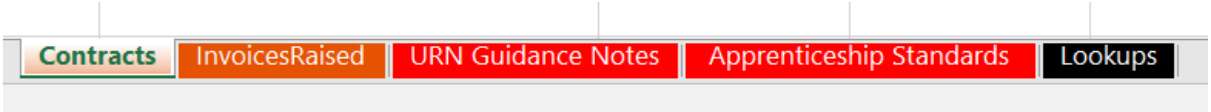
Suppliers must submit the MI report by the 7th day of the following month, or the nearest working day if it's a weekend or public holiday.

If there has been no activity in a particular month, suppliers must 'report no business' and submit a nil return.

3.2. Contracts/Orders awarded

Suppliers must report on each order (call-off contract). This must only be done:

- once
- against the month within which it was agreed with a customer during the next available MI submission window
- on the Contracts sheet found in the MI template (on the left tab in the screenshot below).



3.3. Invoices raised

Once you commence the training for any programme you will need to report monthly spend value using the Report MI page. We understand there will be a delay of 1 or 2 months at the commencement of any apprenticeships due to ESFA releasing the monies to you.

For example - If an apprentice starts in May you may not receive monies from the ESFA until sometime in July, therefore you will need to include this in your July return (submitted to GCA at the beginning of August). We do not expect you to submit a return in anticipation of receiving monies from the ESFA. If the money is delayed for a further month to August then you will need to include in August return (submitted to GCA at the beginning of September).

You will receive multiple reminders each month about the need to report management information. If the person receiving the email is no longer responsible for reporting MI or they leave your organisation, please notify the MI recollections team at

report-mi@gca.gov.uk and provide them with updated contact details. There is no limit to the number of contacts a supplier can have for RMI. The email address provided above should also be used for any other RMI related queries.

Training and support is available for new users. If you require assistance, please don't hesitate to get in touch, using the above email address.

A link to the collection tool and other useful resources is available on the GCA supplier guidance web page

3.4. Management charge

Suppliers must pay GCA the management charge for setting up and running the marketplace. The management charge is currently set at 1% of all monies received from ESFA and/or of all charges invoiced to the customer.

GCA will submit its own invoices to suppliers for the management charge due each month based on invoice-related MI values provided by you, which must then be paid within 30 days of the date of the invoice.

The management charge applies to the full charges specified in each invoice raised by a supplier. For invoices raised by GCA, suppliers must pay VAT on the management charge.

3.5. Audits

Suppliers may from time to time be subject to audits and are expected to use reasonable endeavours to provide audit information that is within scope without delay and provide auditors access to all relevant employees.

Suppliers must also provide GCA with a complete annual self audit certificate from April – March. The self audit certificate must be signed by an authorised member of the supplier's management team or by the supplier's external auditor. The Apprenticeship

Commercial Agreement Manager will liaise with suppliers about this closer to the time the self-audit certificate is due.

The self audit certificate is based on tests completed against a representative sample of transactions (10%). It assures that orders and invoices are completely and accurately reported via RMI and any orders placed outside of the DPS are correctly identified as such.

The self audit certificate needs to be supported by an audit report, detailing the methodology applied to complete the review, the sampling techniques applied, details of any issues identified and remedial action taken.

3.6. Insurance certificates

Suppliers are asked as part of the application process to Apprenticeship DMP to confirm that they have the following insurance:

- Employer's liability (minimum £5m)
- Public liability (minimum £1m)
- Professional indemnity (minimum £1m)

Once appointed to Apprenticeship DMP the Apprenticeship Commercial Agreement Manager will then email the individual who submitted the application and request copies of the insurance certificates.

At the time of expiry of each certificate, the Apprenticeship Commercial Agreement Manager will contact you to request an up to date valid insurance certificate.

As part of their compliance checks, customers may also request to see your insurance certificates and you will be notified of this through the supplier registration system.

3.7. Cyber Essentials scheme certification

It is mandatory for suppliers to have Cyber Essentials Basic to be appointed on this agreement. It is also important to send in your renewal certificate to GCA on time. Some suppliers may hold a Cyber Essentials Scheme Plus Certificate which is also acceptable.

Please note that all proposed subcontractors must meet the Cyber Essentials accreditation requirement as well.

Details of the Cyber Essentials scheme can be found here: Cyber Essentials Scheme

As part of their compliance checks, customers may also request to see your Cyber Essentials scheme certificate and you will be notified of this through the supplier registration system. You will need to upload the renewal certificate onto the supplier registration system.

3.8. Continuous improvement plan

You must submit an up to date continuous improvement plan annually to the Apprenticeship Training DMP Commercial Agreement Manager relating to all customer call-off contracts entered into under this agreement.

The initial plan is to be submitted within 90 working days of the first order (call-off contract) or 6 months following the date on which you were appointed to Apprenticeship Training DMP, whichever is earlier.

You shall update the Continuous Improvement Plan as and when required but at least once every Contract Year

Once approved by GCA, you must implement any agreed deliverables in accordance with the plan.

The plan should cover, as a minimum, proposals in respect of:

- identifying the emergence of new and evolving technologies which could offer improvement
- measuring and reducing sustainability impacts of your operations
- identifying opportunities to help customers to meet their sustainability objectives

3.9. Replacing or engaging new key subcontractors

You must obtain prior written approval from GCA and your customer(s) before replacing or engaging new key sub-contractors.

You must also provide the following details relating to the proposed subcontractor to be engaged or to replace another:

- key subcontractor's name, registered office and company registration number
- scope/ description of the goods / services to be provided
- key sub-contractor's credit rating threshold

4. How suppliers access and utilise the Supplier Registration Service (SRS)

4.1. Updating your service offering and contact details

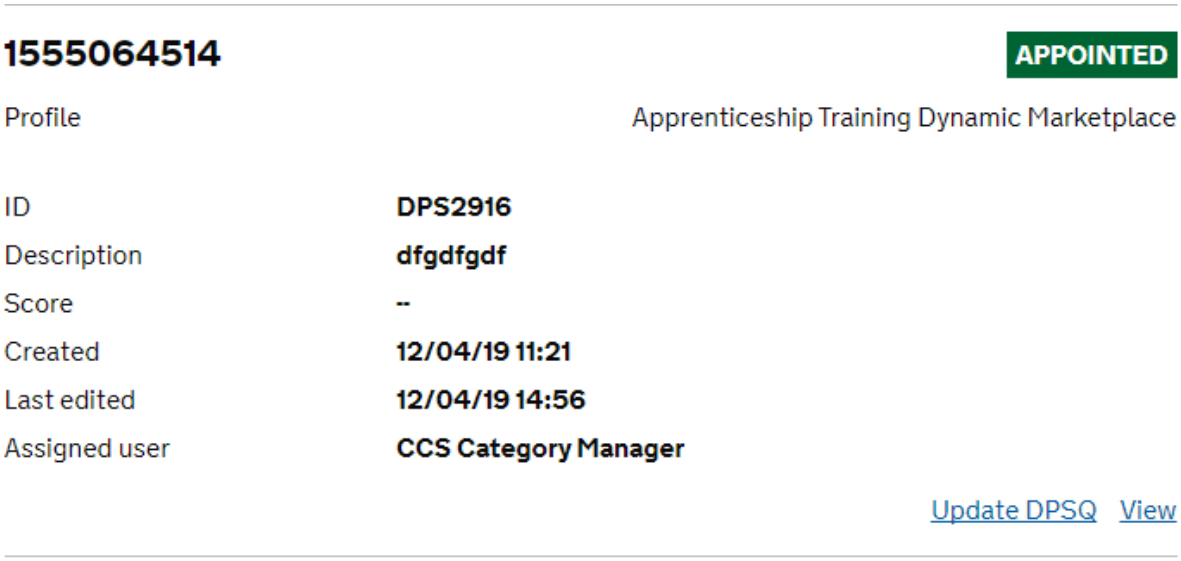
Once you are an appointed supplier to the Apprenticeship Training DMP you can update your answers and/or contact details.

It is important to keep your service offering up to date. This is your opportunity to showcase what you can offer and by highlighting any additional services you can provide specifically for question 89 'Added Value'. This will help Customers differentiate your offering when comparing to other providers. Also consider updating the pricing schedule to include any 'Added Value' services you offer on the Additional Training and Supplementary Services tabs. The framework agreement, DMP Schedule 5 - call

off procedure for Standard and Rapid award explains how the customers will evaluate your service offering.

Please see below outlined steps a Supplier can take to update their DPSQ:

1. From the Agreeing or Appointed stage a Supplier will be able to select the option to 'Update DPSQ' from their application on their SRS dashboard:



2. The Update DPSQ option will take the Supplier to the first question within the Registered 1 stage. Please confirm that your organisation has Cyber Essentials certification in accordance with Clause 9 (Cyber Essentials Scheme) of the DMP agreement.)

3. All previous answers within the Registered 2 and Qualified stage will be pre-populated and nothing will be deleted. The supplier is then able to change any answers from Question 14 onwards.

4. If the Supplier wishes to only amend their chosen service offerings, they are able to select 'Next' on each question until they arrive at the Apprenticeship Standards section (Question 32), or they are able to select 'Save and view

answers' to view the questions in a list format and select 'edit' next to the relevant question to amend this.

5. If the Supplier does not wish to amend any questions within Registered 2, and only upload additional Standard/End Point Assessment prospectus information, they will need to progress to the end of the Registered 2 stage and save before entering the Qualified stage. (Please note, if a risk flag has been raised or the Supplier does not meet the minimum requirements of the DPS for any reason, the application will go into the Assessing stage before moving to Qualified)

6. Once in the Qualified stage, the Supplier will be able to either use the 'Next' option to view each prospectus page, or the 'Save and view answers' functionality to view each question in a list view and be able to choose which standard/end point assessment prospectus they wish to complete. This is also where the Supplier is able to upload a pricing matrix for their chosen service offerings. The pricing schedule at Attachment 5 and/or 6 must be used.

7. Once all relevant information is updated, the Supplier can progress to the sign-off page where they will be required to Agree to the DPS Terms and Conditions again before being Appointed.

Please note, any changes made to the application when updating answers will not be saved or reflected in the Customer exports until the Application has been fully submitted and is back in the Appointed stage.

4.2. Updating your company information

In cases where a supplier's trading or company registered name changes, but the DUNS number and company registered number remain the same, the name change will first have to be done through Dun and Bradstreet. Once you have updated your name

via D&B it should automatically update your company name for this DPS. You will need to notify GCA as well of this change to ensure all of our internal systems are updated.

In cases where the registered company name and registration number or DUNS number need to be changed, we will need to determine whether a novation needs to take place. Therefore, suppliers need to email info@gca.gov.uk with Apprenticeship Training DMP DPS Company name, registration number and DUNS number change as the title to initiate the process.

In cases where the company registered address changes, please email info@gca.gov.uk with Apprenticeship Training DMP DPS company address change as the title.

4.3. Retrieving a lost password for your supplier registration service account

Any Apprenticeship Training DMP supplier with a supplier registration service account can retrieve a lost password by selecting “access as a supplier” from the Apprenticeship Training DMP home page and clicking on “forgotten your password” and entering the email address that they use to log in to their supplier account.

4.4. Reporting technical issues relating to the supplier registration service

All queries of this nature need to be directed to info@gca.gov.uk GCA will contact NQC (the owners of the supplier registration service) on your behalf and see the issue through to resolution.

5.Customers

5.1. The customer’s point of view

It can be very useful for suppliers to know how customers can

and should utilise the supplier registration service.

GCA has created a customer webinar on how to use the system. This may be of benefit to you as well as reading the 'Customer Guidance' document. Access the link via the GCA internet page and expand 'Documents'.

5.2. Customers' employers liability insurances

Government and local authorities are exempt from the Employers' Liability (Compulsory Insurance) Act. See below:

- most public organisations including government departments and agencies, local authorities, police authorities and nationalised industries;
- health service bodies, including National Health Service trusts, health authorities, primary care trusts and Scottish health boards;
- some other organisations which are financed through public funds, such as passenger transport executives and magistrates' courts committees;
- Further exemptions from the need to have employers' liability insurance are listed at section 3(1) (a) and section 3(1) (b) of the Employers' Liability (Compulsory Insurance) Act 1969, and Schedule 2 to the 1998 Regulations. Health and Safety Executive Employers' Liability (Compulsory Insurance) Act 1969

6. Government Commercial Agency

6.1. Giving feedback to GCA

If you wish to get in touch, either with queries or feedback, please email info@gca.gov.uk

We welcome and capture your feedback as to what changes you would like to see in future iterations of Apprenticeship Training DMP. Any feedback will receive due consideration, although no

guarantees can be made that a particular change will be affected.

6.2. Talking about being a supplier on Apprenticeship Training DMP

When you have been appointed as a supplier onto Apprenticeship Training DMP, you can start to promote the fact that your services are available to prospective public sector customers.

When you do, please ensure that you adhere to the supplier marketing toolkit, which includes GCA logos and guidance. To request a copy please contact the Apprenticeship Commercial Agreement Manager or email info@gca.gov.uk

You should ensure that any documents produced are provided in a variety of formats to ensure that they are accessible to all.

GCA approval is required for any marketing and promotional activity using any media and when using GCA's name. For approval please contact the Apprenticeship Training DMP Commercial Agreement Manager or email info@gca.gov.uk

GCA will also produce marketing material and may ask you to supply current information to help market you and the services that you offer.

6.3. GCA communication with you

A supplier newsletter for all live (non- suspended) suppliers on Apprenticeship Training DMP is published on a six-monthly basis to all individuals who have provided their contact details to the Apprenticeship Training DMP Commercial Agreement Manager.

Please ensure that you inform the Apprenticeship Training DMP Commercial Agreement Manager if an individual leaves your organisation and/or if a new individual joins and should be receiving the newsletter.

Further information

If you need any further information please contact

info@gca.gov.uk 0345 410 222

You can also learn more about Government Commercial Agency at:

Website:	Twitter:	LinkedIn:
gca.gov.uk	@gov_procurement	Government Commercial Agency