​ **Procurement and Service Level Agreement (SLA) guide for grant recipients and training providers**

**November 2024**

**What is the purpose of this guidance?**

This guidance will help grant recipients ensure when they procure Bikeability training the tender documentation and resulting SLA reflect the terms and conditions defined by Active Travel England (ATE), and the grant recipient can fulfil their grant conditions.

The Bikeability Trust recognises that grant recipients and training providers use a variety of SLAs or contracts. We also understand that many grant recipients will procure contracts and SLAs though their own legal departments, which can often take 3 months or more. Grant recipients will need to follow their local authority procurement processes and procedures but, when preparing the tender documents, they should ensure that they include the information below. This should then result in a clearly defined SLA/contract with their training provider.

If you are a **grant recipient,** please use this guidance to ensure your tender procurement documents and SLA have all the information required.

If you are a **training provider,** please use this guidance to ensure the SLA you receive from your grant recipient includes all the information required.

**What is a Service Level Agreement?**

A Service Level Agreement (SLA) defines exactly what the grant recipient requires and what services the training provider agrees to provide. It should clarify the standards required to deliver high quality, effective Bikeability delivery. An SLA should also highlight how Bikeability delivery data is measured and reported and define the duties and responsibilities of both parties and any penalties for breaches.

1. **An SLA between a grant recipient and training provider should include the following:**

**Define relationships**

* define the objective of the SLA. For example: ‘to provide effective, efficient delivery of xx numbers of Bikeability training places.’
* confirm the roles and responsibilities of both parties, the grant recipient and training provider to ensure you adhere to the terms and conditions required by ATE in the grant letter.
* define timescale of SLA and ensure that this does not exceed the timeframe in the ATE grant letter
* ensure that you reflect the terms and conditions in the ATE grant letter and specifically those in section 4.
* ensure that you reflect termination clauses from ATE grant letter in Section 14.

**Delivery**

* clearly define the number of places the training provider is expected to deliver to each school/organisation.
* clearly define which Bikeability levels/modules are to be delivered and within what timeframe.
* clearly define the price paid for each place and the evidence required to ensure that this has been delivered
* outline how the training provider will engage schools/organisations to ensure all relevant procedures are in place to deliver safely and effectively. This includes ensuring safeguarding procedures, adherence to GDPR, cancellation policy, rider characteristics collection and code of practice are in place.
* confirm every child or young person participating in a Bikeability course will receive the relevant Bikeability awards pack as stated by the Bikeability Trust.
* State that grant recipients should collect the evidence from their instructors or outsourced provider showing that that the training has taken place. A training provider should provide evidence of bookings and delivery for courses and have verification that the training has taken place.
* Ensure that grant recipients audit a random sample for independent verification from the school that the training received including details of booked and attended numbers on the courses are correct.

**Quality Assurance**

* state the systems to check training providers are delivering to the correct standards, including a review of the training provider’s internal quality assurance checks and processes document, and IQA plan by the grant recipient. Please see the following [[webpage](https://www.bikeability.org.uk/for-grant-recipients/quality-assurance/)](https://www.bikeability.org.uk/for-grant-recipients/quality-assurance/) for more information regarding quality assurance of your training provider.

**Management and reporting**

* state monitoring and reporting protocols and the evidence required.
* state how you will manage and report complaints and incidents, this must comply with the Trust’s requirements and include any complaints that meet the definition for serious incident reporting to the Information Commissioners Office and the Charity Commission. [Find out more.](https://www.bikeability.org.uk/for-training-providers/health-and-safety/)
* state how you will monitor the number of places delivered and the milestones to ensure that the training provider is on track to achieve delivery outputs.
* state how you will formally review the SLA and audit any evidence, including any procedures for support or any penalties in place for poor performance or conduct.
* state procedures/contingency plans for low numbers of delivery.
* define timeframes for the training provider to give information to the grant recipient and to update the Link profile.

**Compliance**

* outline how the training provider and grant recipient will comply with all relevant law, including employment law and manage risk effectively.

* Confirm the training provider has robust policies in place and ensure that required documents are uploaded to their Link profile and are reviewed annually. You can [find a guide to required documents on the Bikeability website.](https://www.bikeability.org.uk/professionals/for-training-providers/required-documents/)
* confirm all Bikeability training will be delivered by Bikeability instructors who are registered on Link and have been trained and assessed to deliver Bikeability based on the national standard.
* highlight that the training provider will conform to the Cycle Training delivery guide and Bikeability quality assurance system.

**Funding**

* state protocol for requesting additional funding if delivery targets can be increased.
* state payment protocols and evidence required to support the payment.

**Communications**

* clarify how the programme is promoted and communicated, ensuring all promotions are in accordance with Bikeability brand guidelines.

1. **Procurement and tender evaluation process**

Grant recipients should follow their LA procurement and tender evaluation process. We recommend tender evaluation should include, but is not limited to, seeking evidence of the following and scoring the responses :

* + References from other local authority areas where the training provider has delivered Bikeability training
  + the training provider and all instructors are registered with the Bikeability Trust
  + the training provider and all instructors comply with all the current Trust requirements
  + the training provider’s ability to deliver the places in the tender and how they plan to engage with schools to meet targets
  + their capacity to deliver in the geographical area
  + processes to monitor and report on delivery
  + processes to increase delivery and uptake if delivery targets are not being met or are increased
  + compliance with the monitoring and reporting requirements stated
  + processes to deal with serious incident and complaint reporting
  + internal quality assurance processes
  + contingency plans to address issues of under delivery and/or poor performance