

Sub-contracting Policy

Introduction

Exemplas is a leading business support, skills & employment solutions provider. We have been a prime contractor for over 20 years, providing services specialising in SME business advice & support, Entrepreneurship, skills development and connecting businesses with government funding. As part of the award-winning University of Hertfordshire Group, Exemplas blends unrivalled learning resources, the expert skills of our people, and robust management processes to deliver large and complex programmes

Effective partnership working and supply chain management is integral to the way Exemplas works with others to deliver a high quality service for learners, local communities and employers. Our policy is to adopt effective best practice to supply chain management.

Exemplas recognises the important role that sub-contractors play in delivering high quality services and this policy supports our commitment to developing strong working relationships with all our supply chain partners, for the benefit of customers, fund holders and the supply chain as a whole.

Purpose and Scope

This policy details our approach to subcontracting and arrangements for selecting, developing and managing sub-contractors as part of our supply chain. This policy applies to partner delivery and supply chain activity supported by funding received from the Skills Funding Agency, DWP, Local Authorities and appropriate LEP EUSIF funded provision. The policy covers both the provision of full programmes or frameworks by partners and the sub-contracting of specific elements of delivery such as training or mentoring support. In both instances, Exemplas will remain responsible to the fund holder for all contractual requirements and service delivery.

Partnership Principles

Our aim is to create sustainable relationships with a diverse range of suppliers and partners to enable us to deliver comprehensive, responsive and high quality services to participants and learners. To ensure an effective and efficient supply chain, Exemplas will endeavour to provide opportunities to a diverse range of suppliers that will develop their skills and expertise to meet the potential needs of Exemplas and other group companies. Through our commitment to developing effective relationships throughout our supply chain we have developed a Partnership Approach based upon the following key principles:-

- The development of effective long term working relationships
- Fair and transparent selection processes
- Clear and fair contracting and payment arrangements
- Effective two way communication with and between all supply chain partners
- Commitment to continuous improvement & the sharing of best practice

During the proposal development process, Exemplas will review the tender specification and funholder requirements and determine the most effective delivery arrangements. This will include whether the proposed supply chain will be in the best interests of all parties. Exemplas will evaluate all suppliers prior to inclusion into the supply chain, and ensure that proposed delivery is the most effective mechanism for the programme and in the best interests of learners.

Exemplas is committed to improving the quality of services delivered and will work with sub-contractors to ensure continuous improvements are put in place across the range of services offered. Exemplas will ensure that the following processes are in place to monitor the quality of sub-contracted provision and actively improve quality on an on-going basis:

- a robust schedule of quality assurance audits
- annual reviews with target setting to include minimum success rates with all partners
- regular management meetings between Exemplas and sub-contractors
- support for training and development of subcontractors and their employees
- regular support and information to ensure that all services offered meet fund holder requirements.

All sub-contractors are required to undertake a self-assessment process in accordance with the, Common Inspection Framework and produce a Self-Assessment Report (SAR). Exemplas will support partners in this process and in the setting of clear targets for improvement.

Sub-Contracting fees and charges

Exemplas retains a management fee from all sub-contracted partner organisations ranging from 10% to 25%. The management fee charged is intended to cover the staff and operational costs associated with project development and bidding, together with the on-going management of contracts. The actual rate applied to individual sub-contractors will depend on the following:

- Level of support required from Exemplas to develop and deliver the contract
- Complexity of the contract
- Payment model for the contract
- The nature of the services to be delivered and their anticipated costs of delivery
- Any requirements of the fund holder/commissioning organisation

The management fee will be agreed with each sub-contractor during contract negotiation phase and deducted from the unit cost of each deliverable.

Payment Terms

Payment to subcontractors will be made within 30 days of the invoice having been received, subject to all necessary paperwork and records having been submitted within the required time scales. A checklist of key dates and deadlines for the paperwork to be received for inclusion in returns to fund holders will be provided. Payment details are also included in the contract schedules issued to subcontractors at the start of contract delivery.

Policy Review and Communication

The policy will be published on the Exemplas website (www.exemplas.com/partner-with-us/) and will be reviewed annually. Any changes to the policy will be communicated to existing sub-contractors at contract management meetings. The policy will be discussed with new subcontractors prior to their engagement and an up-to-date copy will be posted on the Exemplas website. Hard copies can be made available upon request.