**STATEMENT OF REQUIREMENTS**

### THE PROVISION OF MOD MEDAL OFFICE BADGE AND COIN STOCK

**HM Armed Forces Veterans Badges**

1. The Contractor must be able to provide boxed HM Armed Forces Veterans Badges in accordance with the Technical Specification.
2. The specification also requires that the registered design number *“RD 274493-1”* for this design is stamped/moulded on the back of each badge.

**Ordering Process (Volumes and Timeframes)**

1. The MOD Medal Office will place orders on an as required basis using the CP&F system by creating a Purchase Order, stipulating the “need by date” and quantity required. The Contractor must deliver all items ordered by the need by date the Authority has specified.
2. On average the Authority dispatches approximately 2,500 boxed HM Armed Forces Veterans Badges per month.

**Packaging and Delivery**

1. Each boxed HM Armed Forces Veterans Badge must be individually packaged within a white cardboard sleeve, in accordance with the Technical Specification.
   1. For delivery the Contractor should pack no more than 410 HM Armed Forces Veterans Badges securely into one box. Maximum box size 340 mm x 340 mm x 340 mm. Where less than 410 badges are required in a box, packaging must be inserted to keep the badges secure for transit. Box size to comply with safe manual handling regulations.
2. Unless otherwise stated by the Authority, deliveries are to be made to the following addresses:

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| --- | --- |
| Ministry of Defence Medals Office,  Defence Business Services,  Innsworth House  Imjin Barracks,  Gloucester.  GL3 1HW | DBS BPO Supervisor SLP & Wills,  Shared Services Connected Ltd  DHC, MP 490, Kentigern House,  65 Brown Street, Glasgow.  G2 8EX |

**Variations to the Requirement**

1. The Contractor will be required to produce new Badges and Coins not included in the current requirement that are either subsequently introduced throughout the contract term or existing awards that are rarely awarded.
   1. The Authority will discuss new awards with the Contractor when the requirement is identified.
   2. The Authority will provide a written Technical Specification when the requirement is identified at which time the Contractor must provide a price for the item that is in accordance with other awards of the same metal composition, size and with similar component parts.
2. The Authority may request assistance from the Contractor in developing new awards, designs and Technical Specifications.
3. The Authority may ask the Contractor for advice or specialist services in addition to the normal requirements.

**Quality Assurance**

1. The Contractor must have a quality management system in place to ensure that all products are consistently produced to the Technical Specifications.
2. The Quality Management system should include checks against the Technical Specifications at key manufacturing points and a 100% check to ensure all finished items meet the Technical Specifications.

1. The Authority may conduct sample checks of delivered items as detailed at Appendix A.
2. The Authority may conduct checks on the dimensions of any item ordered.
   1. The Authority will use Vernier Callipers to measure dimensions and the contractor should use the same method to conduct their batch dimension checks.
3. In the event that the Authority identifies any items that do not meet the Technical Specifications, the Authority may reject individual items or the whole of any consignment in accordance with DEFCON 524 – Rejection.
4. The Authority will prepare the return item(s) for collection and contact the Contractor to arrange immediate collection.
5. The Contractor must replace items that do not meet the Technical Specification within 10 working days of the Authority’s initial notification.

**Design Rights**

1. The Authority will retain all rights to the design of the badge and crown emblem in the UK and Europe under the terms of the Copyright Designs and Patents Act 1988 for HM Armed Forces Veterans Badge. This badge is not to be reproduced in any form outside of this contract.

**The Social Value Model**

1. To comply with the Social Value element of the Evaluation, the Contractor is to provide the following half-yearly reports:

1. MAC2.2:Tackling Economic Inequality – Employment:

a. The number of full-time equivalent (FTE) employment opportunities created under the contract, by UK region.

b. The number of apprenticeship opportunities (Level 2, 3, and 4+) created or retained under the contract, by UK region.

c. The number of training opportunities (Level 2, 3, and 4+) created or retained under the contract, other than apprentices, by UK region.

1. MAC4.1: Fighting Climate Change – Additional Environmental Benefits

a. The number of people-hours spent protecting and improving the environment under the contract, by UK region.

b. The number of green spaces created under the contract, by UK region.

c. The reduction in waste to landfill arising from the performance of the contract, measured in single use plastic items.

1. MAC7.2: Wellbeing – Influencing Support for Health and Wellbeing

a. Percentage of all companies in the supply chain under the contract to have implemented measures to improve the physical and mental health and wellbeing of employees.

b. Percentage of all companies in the supply chain under the contract to have implemented the 6 standards in the [Mental Health at Work commitment](https://www.mentalhealthatwork.org.uk/commitment/).

c. Number of companies in the supply chain under the contract to have implemented the 6 standards in the [Mental Health at Work commitment](https://www.mentalhealthatwork.org.uk/commitment/).

d. Percentage of all companies in the supply chain under the contract to have implemented the mental health enhanced standards, for companies with more than 500 employees, in [Thriving at Work](https://www.gov.uk/government/publications/thriving-at-work-a-review-of-mental-health-and-employers).

e. Number of companies in the supply chain under the contract to have implemented the mental health enhanced standards, for companies with more than 500 employees, in [Thriving at Work](https://www.gov.uk/government/publications/thriving-at-work-a-review-of-mental-health-and-employers)

# **APPENDIX A – HM Armed Forces Veterans Badge Authority Check Procedure**

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| --- | --- | --- |
| STEP | CHECK | DONE |
| **Initial steps** | 1. Receive product from carrier. 2. Check the packaging label to ensure that the type of product, the quantity of goods, the box number and the date match the order record. 3. Confirm that the delivery note matches up with the content of the delivery. 4. Put on approved gloves before inspecting the product. |  |
| **Badge Design** | 1. Visual examination of the entire badge surface looking for any blemishes or imperfections. 2. Check constancy of colours. 3. Check pin for secure attachment. 4. Check for design registration number on reverse. |  |
| **Box** | 1. Check rexine is covering the case with no blemishes or tears and is the correct colour. 2. Check hinge so that it holds lid open and positively snaps shut. 3. Check interior padding and covering for no blemishes and if a manufacturer logo is used that the print is clear. 4. Check satin cover between the lid and the base for correct colour and finish. 5. Check base to ensure it holds the badge and is evenly covered with flock and that it is weighted to hold it securely in the box. 6. Check protective card sleeve for any unwanted marks and that there is no rips, tears or buckles. |  |
| **Final steps** | 1. If any faults are identified during this process they need to be verified by another team member. 2. If they come to the same conclusion the medal needs to be set aside for replacing. 3. The badges that pass this check are placed back inside the box to await despatch. |  |

**INITIALS: DATE:**