



Crown
Commercial
Service



Strategic
Command

Bid Pack

Attachment 3 – Statement of Requirements

Provision of Linguistic Services for UK MoD Global and UK Operations

MoD Contract Reference:707988451

CONTENTS

1.	PURPOSE.....	3
2.	BACKGROUND TO THE AUTHORITY	3
3.	BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT	3
4.	DEFINITIONS.....	3
5.	THE REQUIREMENT	5
6.	INCIDENT REPORTING	8
7.	GOVERNANCE AND CONTRACT MANAGEMENT	8
8.	VOLUMES.....	11
9.	PRICE AND PAYMENT.....	11
10.	KEY PERFORMANCE INDICATORS.....	13

1. PURPOSE

- 1.1 To provide linguistic services to support UK Ministry of Defence (MoD) UK and Global Operations. This includes, but is not limited to, face-to-face interpretation and written translation services both globally and in the UK on an as required basis.

2. BACKGROUND TO THE AUTHORITY

- 2.1 The MoD is responsible for protecting the security, independence and interests of our country at home and abroad.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The Authority is seeking a single supplier to provide linguistic support services to both Permanent Joint Headquarters (PJHQ) and specialist user overseas operations. This service is to include interpreter, translator and transcription services across a wide spectrum of operational environments and interactions. The requirements are set out within Section 5 – Scope of Requirement in this Statement of Requirement.
- 3.2 The Authority will define its specific requirements in TOFs issued for each location and/or task, these will either be enduring TOFs for regular repeatable activity or one off TOFs for a specific activity. The TOF process is at Attachment 3 -Appendix 2 - Task Order Form.
- 3.3 The Supplier shall provide all deliverables in accordance with Attachment 3 - Appendix 5 - Table of Deliverables.

4. GLOSSARY OF TERMS

Expression or Acronym	Definition
BPSS	Baseline Personnel Security Standard. The lowest level UK Security Clearance.
CCM	Contractor CONDO Manager. As defined in DEF STAN 05-129.
CDCM	Contractor's Deployed CONDO Manager. As defined in DEF STAN 05-129.
CONDO	Contractors on Deployed Operations. As defined in DEF STAN 05-129. CONDO includes: UKN, TCN and LRW.
DEF STAN 05-129.	Means Defence Standard 05-129 Contractors on Deployed Operations (CONDO), Issue 5, dated 30 Jun 2013. ¹

¹ <https://www.dstan.mod.uk/StanMIS/DefStan/Edit/3882>

DOR	Designated Officer Representative. As defined in DEF STAN 05-129.
ISDP	Intimidation Service Delivery Plan. The Supplier's response to the Authority's ISR.
ISR	Intimidation Service Requirement. The Authority's requirement to provide service to manage the threat of intimidation.
LRW	Locally Recruited Worker. As defined in DEF STAN 05-129.
PCM	Project CONDO Manager. As defined in DEF STAN -5-129
PJHQ	Permanent Joint Headquarters
RLS	Real-Life-Support
SC	Security Clear. A specific level of security clearance provided by UKSV.
TCN	Third Country National. As defined in DEF STAN 05-129 Issue 5.
TMP	Task Management Plan. Plan detailing how the task will be managed in accordance with the TOF (see below).
TOF	Task Order Form
UKN	UK National. As defined in DEF STAN 05-129.
UKSV	UK Security Vetting
URGENT REQUIREMENT	An urgent requirement is defined as a task that requires immediate action due to unavoidable operational necessity which falls outside standard contractual timelines. ²

Table 1: Definitions.

² This does not include tasks that have been slow to come through planning stream and must be approved as urgent by J8 DACOS Ops Support as a minimum.

5. THE REQUIREMENT

- 5.1 **Introduction.** The requirements specified in the table below cover the service provisions that are either specific to the specialist linguistic nature of this contract, or service provisions where the standards required for this contract differ from DEF STAN 05 -129. Subject to the TOF process detailed in Attachment 3 – Appendix 2 the Supplier shall also provide translation and transcription services.

Ser	Requirement	Standard
WORK PACKAGE ONE-CONDO REQUIREMENTS		
5.1.1	The Supplier shall ensure that all Linguists employed under the contract whether directly or subcontracted are over the age of 18 and legally allowed to work in the territory in which they are deployed. The Supplier shall submit evidence of this information within 2 business days of a written request from the Authority's PCM.	
5.1.2	The Supplier shall provide all CONDO pre-deployment requirements and processes IAW with the specified standard.	DEF STAN 05-129 Section 6.
5.1.3	The Supplier shall ensure that refresher training requirements and complete training requirements for those CONDO deployed on either an enduring or periodic basis are provided as per the specified standard. The Supplier shall provide evidence of this training within 2 business days of a written request from the Authority's PCM	DEF STAN 05-129 Section 6
5.1.4	The Supplier shall provide all CONDO in theatre support requirements and processes IAW with the specified standard.	DEF STAN 05-129 Section 7
5.1.5	The Supplier shall provide all CONDO return from deployment requirements and processes IAW with the specified standard. Upon completion of return from deployment requirements, the Supplier shall complete part 4 of the TOF and return it to the Authority	DEF STAN 05-129 Section 8
5.1.6	The Supplier shall provide TCN and LRW CONDO linguists at a minimum language	NATO STANAG 6001 ⁴ .

⁴ https://www.natobilc.org/en/products/stanag-60011142_stanag-6001/

Ser	Requirement	Standard
	proficiency of Level 2, or as specified in the TOF ³ .	
5.1.7	The Supplier shall provide UKN CONDO linguists at a minimum language proficiency of Level 2, or as specified in the TOF ¹ .	NATO STANAG 6001 ⁵ .
5.1.8	The Supplier shall inform the Authority's PCM once actions have been completed for each CONDO-related activity as well as any activity relating to Linguist on-boarding, security clearance and deployment in the UK.	
WORK PACKAGE TWO-GENERAL REQUIREMENTS		
5.1.9	The Supplier shall ensure that the right number of Linguists are supplied to ensure working hours are managed in accordance with the Working Hours Regulations and adequate cover is available for rest, recuperation, leave or shift rotations.	Working Hours Regulations 1998 ⁶
5.1.10	The Supplier shall provide and maintain Baseline Personnel Security Standard (BPSS) level security screening for UKN CONDO and the overseas equivalent of BPSS for TCN and LRW CONDO for the duration of respective deployments; and any additional information required by the Authority to support the Authority's application for Security Check (SC) level clearances or above. Where requested, the Supplier will provide copies of the BPSS certification to the Authority in accordance with the table of deliverables.	HMG Baseline Personnel Security Standard May 2018 ⁷ For the purposes of this contract references in DEF STAN 05-129 requiring Suppliers to be List X in order to be able to provide BPSS and equivalent overseas clearances do not apply.
5.1.11	The Supplier shall be responsible for ensuring that Linguists have the appropriate level of physical fitness and capability to undertake the task as described within requirement section of the TOF. The Supplier shall submit evidence of this information within 2 business days of a written request from the Authority's PCM.	DEF STAN 05-129 Section 6

³ The language proficiency levels for each location are also provided at Appendix 1 to this SOR for all LRW, TCN and UKN CONDO linguists.

⁵ https://www.natoblc.org/en/products/stanag-60011142_stanag-6001/

⁶ [The Working Time Regulations 1998 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/1998/18/section/1)

⁷ <https://www.gov.uk/government/publications/government-baseline-personnel-security-standard>

Ser	Requirement	Standard
5.1.12	The Supplier shall submit a health and safety risk assessment for every TOF Part 2 returned to the Authority's Commercial Officer.	DEF STAN 05-129 Section 6
5.1.13	The Supplier shall ensure that all linguists arrive to a task with suitable and sufficient clothing and equipment. ⁸	
5.1.14	The Supplier shall ensure that all communications with the Authority are made in accordance with the Communications Plan.	Attachment 4- Communications Plan.
5.1.15	The Supplier shall carry out all written translation and transcription requests in accordance with the security classification of the document being translated or transcribed. The Supplier shall not undertake translation and transcription work for documents classified above OFFICIAL-SENSITIVE. ⁹	
WORK PACKAGE THREE-INTIMIDATION SERVICE REQUIREMENTS		
5.1.16	REDACTED	
5.1.17	REDACTED	
5.1.18	REDACTED	
WORK PACKAGE FOUR-TRANSITION AND EXIT		
5.1.19	The Supplier shall submit a Transition Plan in accordance with the Transition requirement detailed in paragraph 10 of this Statement of Requirement. The Transition Plan shall be submitted as part of the tender return.	
5.1.20	The Supplier shall provide an Exit Plan no later than 12 months after the contract start date.	CCS RM6141 Call-Off Schedule 10 (Exit Management). For the purpose of this contract only section 4 of Schedule 10 shall apply.
WORK PACKAGE FIVE-TASK MANAGEMENT PLANS		
5.1.20	The Supplier shall manage each task in accordance with the Task Management Level as shown in the TOF.	

Table 2: The Requirement.

⁸ In accordance with Supplier's risk assessments and TOF and with the exception of specialist ballistic PPE which will be provided by the Authority where required. Refer to example kit list.

⁹ [Government Security Classifications Policy \(HTML\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/policies/government-security-classifications-policy)

6. INCIDENT REPORTING

- 6.1 The Supplier shall ensure that personnel employed in the delivery of services under this contract report all incidents listed below to the DOR as soon as is practicably possible. This includes only those incidents that occur whilst directly working for the Authority or whilst present in a MOD establishment.

6.1.1 Accident or Injury

6.1.2 Loss of or damage to Authority GFA

6.1.3 Any reports of misconduct

7. GOVERNANCE AND CONTRACT MANAGEMENT

- 7.1 **Task Management Plans.** Each Task will be subject to an assessment according to the risk and duration using the matrix at Figure 1, this will determine the level of Task Management Plan (TMP) required. Every task will require a H&S Risk Assessment.

3	Medium Short duration (<3 months) High risk activity	High Medium duration (3 - 9 months) High risk activity	High Long duration (>9 months) High risk activity
	Low Short duration (<3 months) Moderate risk activity	Medium Medium duration (3 - 9 months) Moderate risk activity	High Long duration (>9 months) Moderate risk activity
	Low Short duration (<3 months) Low risk activity	Low Medium duration (3 - 9 months) Low risk activity	Medium Long duration (>9 months) Low risk activity
	1	2	3

Figure 1. TMP Assessment Matrix.

7.2 For **Low level** TMPs the Supplier shall: A monthly, soft copy invoice showing each Linguist's working days must be provided.

7.3 For **Medium level** TMPs the Supplier shall:

7.3.1 Conduct a quarterly meeting for the duration of the task to review and manage the service delivery in accordance with the contract.

7.3.1.1 Meeting notice: Issued no later than 5 days from the end of the previous quarterly period.

7.3.1.2 Meeting timing: In accordance with the TOF.

7.3.1.3 Standing agenda:

Item	Subject
1	Introductions
2	Review the Record of Decisions (RoDs).
4	Review the risk register
5	Review the Quarterly Performance Report
6	Review the Suppliers performance against the KPIs.
8	Continuous improvement.
10	Any other business.
11	Agree date of the next Quarterly Meeting with the Supplier.

7.3.1.4 Minimum attendance: The Authority's PCM (Chair), the Authority's designated Commercial Officer, the CCM.

7.3.1.5 Produce and distribute minutes and action log for the meeting within 2 business days.

7.3.2 Produce and distribute a quarterly report containing the following information:

7.3.2.1 Linguist performance evaluation,

7.3.2.2 Linguist hours worked,

7.3.2.3 Communications plan detailing the key contacts for the TOF.

7.3.2.4 Contingency plan,

7.3.2.5 Intimidation report (if applicable)

7.3.2.6 TOF risk register.

7.3.2.7 Performance against KPIs.

7.3.3 Indicative examples of Medium TMP activities include:

- 7.3.3.1 Physical, outdoor tasks (daylight hours).
- 7.3.3.2 Long hours with irregular rest periods.
- 7.3.3.3 Tasks involving wearing of PPE for long periods.

7.4 For **High level TMPs**, the Supplier shall:

7.4.1 Conduct a monthly meeting for the duration of the task to review and manage the service delivery in accordance with the contract.

7.4.1.1 Meeting notice: Issued no later than 5 business days from the end of the previous month.

7.4.1.2 Meeting timing: The meeting shall take place no later than 15 business days from the end of the previous month according to the TOF start date.

7.4.1.3 Standing agenda:

Item	Subject
1	Introductions
2	Review the Record of Decisions (RoDs).
3	Review action log.
4	Review the risk register
5	Review the Monthly Performance Report
6	Review the Suppliers performance against the KPIs.
7	REDACTED
8	Continuous improvement.
10	Any other business.
11	Agree date of the next Monthly Meeting with the Supplier.

7.4.1.4 Minimum attendance: The Authority's PCM (Chair), the Authority's designated Commercial Officer, the CCM.

7.4.1.5 Produce and distribute minutes and action log for the meeting within 5 business days.

7.4.2 Produce and distribute a monthly report by the fifth (5th) business day of the month containing the following information:

7.4.2.1 Linguist performance evaluation,

7.4.2.2 Linguist hours worked,

7.4.2.3 Communications plan detailing the key contacts for the TOF,

7.4.2.4 Contingency plan,

7.4.2.5 Intimidation report (if applicable)

7.4.2.6 TOF risk register.

7.4.2.7 Performance against KPIs.

7.4.3 Indicative examples of High TMP activities include:

7.4.3.1 Physical, outdoor tasks on ranges or similar with night exercises.

7.4.3.2 REDACTED

7.4.3.3 REDACTED

7.4.3.4 REDACTED

7.4.3.5 REDACTED

7.5 The authority may change the level of TMP; this will be issued to the Supplier through a TOF amendment.

8. VOLUMES

8.1 As this is a call off contract there is no obligation on the Authority to provide any guaranteed volume of activity. The actual volume at the time of Contract award will be issued as a TOF for each location.

9. PRICE AND PAYMENT

9.1 REDACTED

9.2 All payments will be made via the Contract Purchasing and Finance (CP&F) tool in accordance with DEFCON 522.

10. TRANSITION MANAGEMENT

10.1 The Supplier shall produce a Transition Plan as part of their tender return.

10.2 The Transition Plan shall include but not limited to:

10.2.1 Coverage for a 90-day period.

10.2.2 Communication plan for engaging with both the Authority and current incumbent.

10.2.3 A 3-month transition period, with each month based on 28 calendar days.

10.2.4 The plan shall assume that the new Supplier's Contract starts at the start of the transition period and that the current Supplier's contract ends at the end of the transition.

10.2.5 All associated GFA and supporting assets must be accounted for in the plan.

- 10.2.6 The plan shall be set out in chronologic order.
- 10.2.7 Each task shall have its own line within the plan.
- 10.3 For each task line, the current supplier will employ the linguist up to the end of the day before the agreed handover date and the new supplier will employ the linguist from the start of the day of the handover date. Each supplier shall invoice the Authority for the days during the transition that that they have employed each linguist.

11. KEY PERFORMANCE INDICATORS

11.1 The Authority will measure the quality of the Supplier's delivery by:

Statement	Qualitative Assessment	Colour
Good performance	Performance matching the target	
Improvement required	Performance variation from the requirement that is acceptable to the Authority.	
Significant improvement required	Performance variation from the requirement that is not acceptable to the Authority.	

Table 3: Performance Indicator Assessment Table

11.2 Performance Management

Of Re	Key Performance Indicator	Performance Definition	Good Performance	Improvement Required	Significant Improvement Required
	KPI 1 Availability	KPI 1.1 & 1.2 will measure compliance with the TOF Part 1 with regard to the Security Clearance and language proficiency of the proposed linguists prior to the completion of the TOF part 3 or otherwise. Acceptance of lower Security Clearance or language proficiency level will be timebound by the Authority and will be in accordance with Joint Schedule 10 – Rectification Plan.			
SOR 5.1.11	KPI 1.1 Security Clearances	Performance shall be measured by the Supplier's conformance with Paragraph 5.1.6 and the relevant location specific TOF	The TOF part 2 details that all potential linguists to be engaged under the contract hold the requisite Security Clearance level as specified in the TOF	The TOF part 2 details that not all potential linguists to be engaged under the contract hold the Security Clearance level as requested in the TOF Part 1 but request that the	The TOF part 2 details that the linguists to be engaged under the contract does not hold the Security Clearance level as requested in the TOF Part 1 and a lower Security Clearance is not

Of Re	Key Performance Indicator	Performance Definition	Good Performance	Improvement Required	Significant Improvement Required
			Part 1	Authority considers acceptance of a lower Security Clearance.	acceptable to the Authority.
SOR 5.1.6 and 5.1.7	KPI 1.2 Linguistic Proficiency	Performance shall be measured based on the Supplier's fulfilment of the language proficiency levels for each TOF.	The TOF part 2 details that all potential linguists to be engaged under the contract hold the correct language proficiency level.	The TOF part 2 details that not all potential linguists to be engaged under the contract hold the language proficiency level as requested in the TOF Part 1 but request that the Authority considers acceptance of a lower language proficiency level.	The TOF part 2 details that not all potential linguists to be engaged under the contract hold the language proficiency level as requested in the TOF Part 1 and the proposed language proficiency level is not acceptable to the Authority.
SOR 5.1.8	KPI 1.3 Linguist Availability	Performance shall be measured according to linguist availability to perform the tasks specified in the TOF. Measurement will be across all TOF combined	100 - 90% availability of linguists able to perform the tasks stated in each TOF.	89 – 80% availability of linguists able to perform the tasks stated in each TOF.	Less than 80% availability of linguists able to perform the tasks stated in each TOF.
	KPI 2 Reporting				
SOR 7.5	KP 2.1 Reporting	Performance shall be measured against the reporting requirement detailed in the TMP (High, Medium or Low)	Report received on time complete with all listed items.	Report received 2 business days after the due date or one or more items missing.	Report received more than 2 business days after due date, more than 3 items missing or no report is delivered.

Of Re	Key Performance Indicator	Performance Definition	Good Performance	Improvement Required	Significant Improvement Required
	KPI 3 Intimidation				
REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED
	KPI 4 Tasking				
Attachment 3 - Appendix 2 - Task Order Form	KPI 4.1 Adherence to the TOF process.	Supplier completes their response to the TOF at Appendix 2 to Annex A to this contract and provides it to the Authority within the timescale stated in that TOF.	Supplier returns the fully completed Part 2 TOF to the Authority within the stated timescale.	Supplier returns the fully completed Part 2 TOF to the Authority within 15 business days of receipt of the Authority's Part 1.	Supplier returns the fully completed Part 2 TOF to the Authority more than 15 business days of receipt of the Authority's Part 1.
	KPI 5 Social Value				
TBC	KPI 5.1 Social Value	To be agreed after contract award.	TBC	TBC	TBC

Appendices:

Appendix 1. NOT USED.

Appendix 2. TOF Template.

Appendix 3. REDACTED

Appendix 4. REDACTED

Appendix 5. REDACTED

Appendix 6. REDACTED

OFFICIAL

Bid pack for Provision of Linguistic Services for UK MoD Global Operations
MoD Reference: 707988451

© Crown Copyright 2020