

Introduction

This *Scoping Document* is supported by the **Framework Agreement for the provision of Managed Learning Services** dated 4 July 2017 and the **Call-off Agreement** commencing 01 November 2021; all additional Capita Learning Services are subject to the approval of Statements of Work based on the final agreed content of this application.

In order to realise these benefits, customers are required to complete Sections 1 to 5 of this document in collaboration with the MoD team. This document consists of the following sections:

Section	Completed by	Contains	Notes
1	Customer	All key information required for contracting	
2	Customer	Requirements and specification in order for procurement to circulate to supplier(s)	
3	Customer	Questions the customer wishes to ask potential bidders and selection criteria	
4	Customer	Pricing Schedule	
5	Customer	Waiver Forms	Only required if Tier 3 and/or 4 not selected

Customers must engage with their Commercial Officers and Capita Learning Defence team (REDACTED) to collaboratively complete Sections 1 to 5 before submitting to (REDACTED). Submission by 1200 on the Friday before the last Wednesday of the month, will result in the application being considered at the MoD Panel call held on the last Wednesday of the month.

If approved by the MoD TSDL Panel, the application is reviewed at the Capita Learning panel on Friday providing there are no challenges or queries, this then gets progressed onto Capita Learning Procurement for action required as necessary, dependant on the Route to Market (Preferred, Single Source or Open Market Competition).

1 Key Information

1.1 Purpose of document

The purpose of the Sourcing Commissioning Document is to collate all of the information required to run an effective Request for Quotation(RFQ) to source the best value for money 3rd party supplier to fulfil the requirement.

As most requirements are RFQs we will recommend that your starting point should always be on that basis and that you avoid considering an RFP until the Capita Learning Defence Team (REDACTED) has reviewed the specification and consulted with you. If in doubt, submit as RFQ and the Capita Learning Supplier Management team will recommend the most suitable route to market.

The above notwithstanding, the final decision on whether a specification will be a RFP or RFQ sits ultimately with Capita Learning Procurement.

The completed document should be submitted to (REDACTED) by 1200 on Friday for consideration at the following Wednesday's MoD Panel.

1.2 Key Commercial Information

Please complete the key information in the table below. Note that all boxes must be completed, applications with incomplete boxes will be returned to the applicant for action.

Key Information

Requirement Title:	Training Design (TNA Stage 2) for M270 A2 platform		
Name of applying TLB	Army		
Name of applying organisation:	(REDACTED)		
Name of Sub-Dept:	(REDACTED)	UIN:	(REDACTED)
Requirement type Note: Is this for civilians, military or both?	Civilian		
Total Value	NTE £600,000		
Does the Total Value include Capita Learning Service Fee?	Y N	Does the Total Value include VAT?	Y N
Prior Information Notification (PIN)	Applies to Open Market competition's only This should be viewed as an 'Executive Summary' of the requirement in no more than 2 paragraphs. The text should give potential Bidders a summary description of the Requirement, including purpose and learning outcomes.		

Defence Team (Capita Learning Defence team)	Name:	(REDACTED)
	Telephone:	(REDACTED)
	Email:	(REDACTED)
Requestor (Customer contact)	Name:	(REDACTED)
	Telephone:	(REDACTED)
	Email:	(REDACTED)
Alternative Requestor (Customer contact)	Name:	(REDACTED)
	Telephone:	(REDACTED)
	Email:	(REDACTED)
Commercial Officer	Name:	(REDACTED)
	Telephone:	(REDACTED)
	Email:	(REDACTED)
Finance Officer	Name:	(REDACTED)
	Telephone:	(REDACTED)
	Email:	(REDACTED)

1.3 Timetable and Term of Service

Based on the indicative timelines below, please indicate your preferred contract start and end dates in the table included below:

- 6 – 9 weeks Preferred Bidder
- 6 – 9 weeks Single Source
- 12 – 14 weeks Open Market Competition

These timelines begin once the application has been accepted by the MoD TSDL panel on a Wednesday and the Capita Learning panel on a Friday. This is caveated by the following assumptions:

- The requirement will not change during the procurement process
- All stakeholders involved in the procurement process adhere to timelines
- The supplier is onboarded and contracted to the latest Master Service Agreement issued by our Supplier Management team
- There will be no protracted caveats discussion between Suppliers and MoD, which is outside of Capita Learning's area of influence
- There will be no other delays that are outside of Capita Learning's area of influence

For more information, please consult the below PDF MLS Gateway process flow:

(REDACTED)

Activity	Proposed Date
Contract Start Date	ASAP (before end of contract 31 Oct 25)
Contract End Date <i>As required include any possible extensions e.g. plus two possible one year extensions</i>	31 Mar 27
Preferred dates for commencement and conclusion of service	30 Oct 25 – 31 Mar 27

2 Specification

2.0 All parts of this section must be completed in sufficient detail to enable the MOD Panel & Capita Learning to assess whether:

- The application requirement is suitable to go through the MLS Framework.
- The stated requirement will deliver the applicant's needs and appropriate VfM for MOD.
- Capita Learning can secure suitable contract bids for the work within the stated total value.
- A selected contractor could deliver to the quality standard required.
- The applicant has planned appropriately for governance and assurance of the service provided by the selected contractor.

2.0.1 Completing the boxes in this section with the right level of detail appropriate to the application will ensure that the MOD Panel, Capita Learning Panel and contracting process proceeds smoothly. Failure to complete any of the relevant boxes or provide sufficient detail will result in the form being returned to the applicant for further action and will consequently delay the approvals and contracting process.

2.1 Purpose / Learning Outcome

2.1 The purpose of this work is to receive a full Training Design (Element 2 of the training system in accordance with JSP 822, ACSO 3248 & 3249 and Army T_DLoD SOP) for the M270 A2 which is to be completed incorporating the recommendations made in the Training Needs Report (Element 1), including the Training Options Analysis recommending the inclusion of simulation into the training design. This must be completed to deliver DSAT compliant training courses for Driver (Dvr), Second in Command (2IC), Detachment Commander(DC) and Maintainer (Veh Mech & Elec Tech) from Mar 26 in order to meet the Op CABRIT 20 training timelines. A provisional Ready for Training Date has been set at Mar 26.

2.2 Background Information

2.2 The Land Deep Fires Programme (LDFFP) moved across to D Progs as part of the Army Operating Model Review (AOMR) this brought together the M270 Recapitalisation (Recap) project and all munitions expected to be launched from it under one programme within the Joint Effects Senior Responsible Owner (SRO) area of responsibility. The M270 Recap project gained approval in Feb 2021 which will see the current in-service B1 launcher upgraded in conjunction with the United States of America (USA) and delivered, under a Memorandum of Understanding (MOU), by Lockheed Martin. (REDACTED)

2.2.1 Initial approval was granted in 2021, prior to the re-structuring of the AOMR, the assumption was that Land Warfare Centre (LWC) would provide expertise via the Joint Effects Requirements Setting Team (JE RST). The re-structuring and change in roles and responsibilities meant that the workforce resource required was limited. LWC no longer have the capacity to complete this work. Likewise, the previous role of the Training Delivery

Authority (the delivery schools) to conduct the design element of the courses was likewise limited by resource. The direction therefore was to seek contractor support to deliver the TNA Stage 1 and 2 TNA work which, was done in 2023 with the final report delivered in May 24. This did not include the design element of the training.

2.2.2 LWC through the Training Delivery Authority (TDA) cannot complete the training design element of the process. It is therefore critical that an external supplier delivers the required material to ensure operational training and therefore support to the operation continues. (REDACTED).

2.3 Detailed Description of Specification

2.3 Customer Requirement:

- Element 2 – Training Design (TD) comprising:
 - Stage 1
 - Deliverable 1 - MLRS Individual training Objectives.
 - Deliverable 2 - 5 x FTS (to include Training Performance Statement (TPS), Workplace Training Statement (WTS) and Residual Training Gap Statement (RTGS)).
 - Deliverable 3 - Enabling Objectives and KLPs for 5 x courses
 - Stage 2
 - Deliverable 4 - 5 x AStrats for each primary target audience (B1 and A2).
 - Deliverable 5 – Selection of methods and media target audience (B1 and A2).
 - Stage 3
 - Deliverable 6 - 5 x Learning Scalar for each primary target audience (B1 and A2).
 - Deliverable 7 - 5 x LSpec Course packs for each primary target audience (including workplace training requirement).
 - Deliverable 8 – Development of US NET Trg Ppt slides to deliver interim/bridge training.
 - Deliverable 9 – Comprehensive training package for A2 (and elements of B1 remaining valid) that includes E-Learning that have been piloted and proved fit for purpose by JERST and the TSG.
- It is expected that the provider will have access to the Training Needs RReport?

2.4 The Requirement

2.4 The following provides further direction on the deliverables:

2.4.1 Deliverables timelines to be articulated by the supplier but must meet the outputs articulated in para 2.3. Agreed delivery milestones must be in place to ensure they are provided in sufficient time to meet the RFT date (Mar 26).

2.4.2 The end customer (Royal School of Artillery) and other relevant stakeholders must be engaged through the Training Steering Group (TSG) to provide input into the delivery mechanism and to ensure they are commensurate with the ability to deliver e.g. existing delivery devices or limited technical uplift required to support the delivery.

2.4.3 Course outputs will be assured by JEREST¹ and the Training Steering Group (TSG). All outputs must be DSAT compliant to ensure common approach to training design. The provider will have direct access to SME's to assist the process.

2.4.4 The delivery methodology must be agreed with the delivery team and comply with the requirement outlined in JSP 822 Version 7.0 (Volume 2 V3.0 Dated Feb 24). Element 2 of the DSAT process includes: Design, complete all parts of design: stage 1 (inclusive of 2.1, 2.2, 2.2.1, 2.2.2, 2.2.3 and 2.3), Stage 2 (inclusive of: 2.4, 2.4.1, 2.4.2 and 2.5), stage 3 (inclusive of: 2.6), to include the Management of Training System products 5.6 – 5.16². The detail is to be defined by the provider within the bidding process but a process of phased refinement and acceptance is expected.

2.4.5 No material is to be delivered over 'Official Sensitive' to allow for greatest dissemination of information to the user community.

2.4.6 The provider must concentrate on the selection of appropriate methods and media to ensure that training delivery has a degree of future proofing using effective training techniques through appropriate media. Any training media must use the Authority's business branding and be editable should that change.

2.4.7 The provider must clearly identify the training fidelity requirement, training categories, KSA, and TO/EO and KL's the media allocation and the method of delivery. They will need to show a range of media and delivery options, extant media / methods and those "to be procured with associated delivery methods", evidence is required to demonstrate that the training solution is optimised to future proof MLRS training.

2.4.8 To minimise the impact on the Fd Army, the training is to be designed using modern blended training solutions. Where appropriate residential training is to be minimised and the use of self-paced, online learning³ is to be the preferred method which a soldier can utilise within unit lines. Existing courses taught at RSA are to be used as the benchmark as wholesale changes to the MLRS training pipeline are not required.

2.4.9 The Intellectual Property Rights (IPR) will remain with the provider however the Authority will be allowed free user rights to all materials for future use with alternative providers if required.

2.5 Target Audience

2.5 The primary target audiences are typically those outlined below. Consideration must be given to Reservist training and the mechanism for delivery⁴:

	Role					Remarks
	Driver	2IC	DC	Veh Maint	Elec Tech	

¹ Joint Effects Requirements Setting Team

² Pages 20-22.

³ DLE

⁴ 101RA will provide Reservist advice and guidance.

Rank	Gnr-LBdr	LBdr	Bdr-Sgt	LCpl-SSgt*	LCpl-SSgt*	*Rank does not necessarily equate to experience
Yrs of Experience	1-5	2-5	3-8	1-12*	1-12*	
Previous Platform Trg (Wks)	2	6	10	6	6	
Volume per Yr	48	48	48	Upto 24	Upto 24	
Number per course	1:6	1:6	1:6	1:6	1:6	
Learner IT literacy	Average	High	High	Average-High	High	
Most appropriate media	Any	Any	Any	Any	Any	

2.6 Specific Criteria for Bidder's design/delivery resource

2.6 The provider must have qualifications/detailed understanding of JSP 822, ACSO 3248 & 3249 as well as the AHQ T-DLoD SOP. They must demonstrate that the Management of Training Systems (MTS) meets the Defence mandated Quality Management System (QMS).

2.6 .1 The provider must have experience in the analysis and design of Operator and Maintainer DSAT (and NATO-compliant) training solutions. They must have a proven track record in both instructional and media design.

2.6 .2 Proven experience and resources to support the delivery of online training to service personnel – **essential**

2.6 .3 (REDACTED)

2.7 Describe the supporting Capita Learning Service provisions

2.7 The standard Capita Learning service provision will be provided as per the agreed Call off agreement and the service Tiers selected by the Customer. A full description of the services offered under Tiers 2, 3 and 4 are provided at Section 5 of this document.

2.8 Logistics

Format	Face to face / e-learning / work based / virtual learning (eg.VR/AR).
Numbers of delegates	<ul style="list-style-type: none"> Across 5 x courses – 3 iterations per cse pa, +/- 150-200 students pa 6 – 18 pax per Cse
Tutor/Instructor to delegate ratio	1:6
Length of event	<i>Course length TBC (2-6 Wks)</i>
Number of events	3-6 courses pa (initially higher numbers potentially reducing for steady state)

Location	Courses will be run at Royal School of Artillery (Dvr, 2IC and DC's) and Defence School of Electrical and Mechanical Engineering (Veh Maint & Elec Tech)
Key Dates & Timing	<i>TBD</i>
Materials and Equipment needed, including format	<ul style="list-style-type: none"> • Once CTP's are delivered the training locations will provide all materials to support the learner. • Training equipment including (complete) platforms will be provided by the training location. • Additional specialist equipment that results from the training design will need to be supplied by the provider. • Evidence of future proofing demonstrating possible options to innovate the training delivery.
Dependencies and constraints, e.g. other events	<p>Contract expiry date</p> <p>RFT date (Mar 26)</p> <p>Availability of platforms (2 x initially available from Apr 26)</p> <p>Availability of SME's</p>

2.9 Service Levels

- Include specific SLAs that are not included in the Knowledgepool Supplier Agreement – N/A as Knowledgepool is no longer applicable.
- Material supplied by the provider will be assured by JERST and approved by the TSG. On approval by the TSG (and at each of the approval points) milestone payment will be approved.
- Performance monitoring against the contract-, SLA's.
- SLA's as reflected in the statement of work (SoW).

2.10 Risk Assessment (not Cyber Security):

Cyber Risk Assessment for MOD MLS for Military Bespoke Learning

A Cyber Risk Assessment has been completed at Call-off level and was rated as 'Low'.

3 RFQ Response and Evaluation

3.1 Questions and Selection Criteria

Capita Learning will request that Bidders respond to the questions posed by the customer. Questions asked should fit the context of the requirement and enable Bidders to demonstrate their capability to deliver the service(s).

The standard RFQ Question is as follows:

Bidders shall submit a proposal to the Requirement to include:

- **Part A – Experience & Evidence of Credibility**
 - Bidder's understanding and experience of the platform training.
 - Bidder's evidence of delivering similar course material (for Deep Fires or Armoured platforms) is highly desirable
 - Bidder's evidence of instructional and media design
- **Part B – Bidder's Proposed Solution**
 - Bidder's proposed methodology for delivery the contract
 - Biographies of resources that would be involved in design/delivery of the solution highlighting relevant experience
 - Bidder's proposed Course Content
 - Bidder's Sample course materials (including e-course material)
 - Bidder's approach to ensuring quality of the service is maintained throughout the term of the contract (include details of accreditations/certifications held if applicable)
 - Bidder's approach to maintaining currency of training material
- **Part C – Commercial questions**
 - The bidder's price should be at or below £600,000 Inc Vat
 - As part of your bid, please submit a price break down. This price breakdown should include elements such as: rates, profit rate, materials costs, travel and subsistence, any indirect costs explicitly linked to the contract etc. This cost should be broken down per cohort.
 - Please can you provide a completed supplier assurance questionnaire and the email from the Cyber & supply chain security team
 - As part of your bid, please provide the contact details for the staff working on the project and confirmation that they are all (REDACTED).
 - Please can you provide a completed response to the security aspects letter.
 - Please can you confirm your bid is valid for two months after its submission.

Maximum word count for the submission – 10,000

Maximum file size for all documents submitted including appendices, annexes etc. shall not exceed 2 MB.

3.2 Supplier Invitations

Describe any suppliers identified already for explicit invitation to respond, and confirm the areas of supplier registration where the opportunity should be promoted within the supplier portal

Incumbent supplier (should they be included) and a list of any suppliers to be made aware of the RFQs NOTE: Please include all contact details (name, email address and Tel No) if known of those you would like to invite to bid	(REDACTED) Whitetree (REDACTED)
Please confirm that the customer is vendor agnostic (not tied to any service/product from any specific provider) Response must be YES for any Open market competition	Yes
Please advise of any potential conflicts of interest. (e.g any reason for communication with a supplier outside of this process)	Element 1 of the process was delivered by Whitetree. The Authority must gain permission to use the existing TNA material prior to its distribution to a competitor.

3.3 Response Evaluation

Evaluation of Bids received will be as per Capita Learning's evaluation process as described in this section of the MLS Scoping Form. Please note, that we will agree evaluation criteria with the client but the format, process, approach to weightings for all aspects of the Bid will be as per Capita Learning's standard operating model.

Tender evaluation will be completed via our e-sourcing portal Curtis Fitch, clear guidance will be issued to the evaluation panel.

Where IT/Firewall restrictions prevent access, Capita Learning will provide electronic versions of the Bids and relevant evaluation packs for use by the nominated scorers.

Capita Learning will assess Pricing, Compliance with Terms and Conditions, Economic and Financial Standing. The customer will be responsible for evaluating the Quality aspect of the Bid.

The customer will be required to score the quality aspect of bid(s). This should be conducted independently by a **minimum of three individuals** and an evaluation panel convened thereafter.

Scorers will be required to complete a Capita Declaration of Interest form to declare any financial or personal interest in advance of scoring the Bids. If Capita Learning assesses from the declaration that a conflict exists we may recommend that the scorer be excluded from the process. This process will not apply if there is no competition e.g. Single Source tenders.

The panel will need to create time to score Bids as per the agreed tender time table to ensure we meet the RFQ timescales.

3.4 RFQ Evaluation Weighting and Criteria

Evaluation of Bids will be subject to the standard weighting split described below. Customers may propose alternative weightings accompanied by a justification in the rationale comments box below (*Submission of a rationale places no obligation on Capita Learning to agree to the proposed revised weighting*):

Section	Weighting
Quality	60%
Pricing	40%

Rationale:

3.5 Quality

The Bid will be scored in accordance with any outlined criteria in the specification by the evaluation panel on a scale of 0-5 as set out in the table below.

Questions marked as "For information" will not be scored, and are inserted purely to help establish key questions the panel will have around the Bid.

Response question Scoring

SCORE	CLASSIFICATION	DEFINITION
0	Unacceptable	No response, or totally unacceptable and does not meet the requirement in any way.
1	Inadequate	Substantially unacceptable and does not meet the expectations in some significant areas. Considerable reservations of the Bidder's relevant ability, understanding, experience, skills, resources and quality measures to provide the service required.
2	Weak	Weak response that does not fully meet the requirements. Response may be minimal with little or no detail or evidence given to support and demonstrate sufficiency or compliance. Some minor reservations of the Bidder's relevant ability, understanding, experience, skills, resources and quality measures to provide the service required.
3	Satisfactory	Response largely covers the requirements and some, but patchy or brief, evidence is given to support the answers.

4	Good	Criteria in the specification are met and evidence is provided to support the answers demonstrating sufficiency, compliance and either actual experience or a process of implementation.
5	Excellent	Exceptional response that inspires confidence; specification is fully met and is robustly and clearly demonstrated and evidenced. Full evidence as to how the service will be achieved is provided, either by demonstrating past experience or through a clear process of implementation. Response may also identify factors that will offer potential added value, and with evidence to support this.

Please note that Bids that fail to achieve the minimum quality threshold of 60% of the Quality criteria will not progress to the next stage.

3.6 Pricing

Pricing will be assessed by Capita Learning through comparison of Bidder Price to the Lowest Bid Price, and to Target Price, and/or Maximum Price where the latter two have been included in the Request.

Where the Bid submissions or requirements consist of multiple integrated service components at different costs, then a cost of full service will be calculated for each Bid. This will be the calculated cost of progressing through all services with a single cohort of delegates.

A Base % score will be calculated for each Bid, by dividing the Lowest Bid Price by the Bidder Price.

Where a Target Price has been stated, (and only where the Bidder Price exceeds this), the Base % score will be further reduced by half of the % value that the Bidder Price Exceeds the Target Price. This will be calculated as a percentage of the Target Price.

Where a maximum price is stated in the RFQ, Capita Learning reserves the right to exclude Bidders whose pricing response is above this figure.

Worked Example:

Target Price: £850
Bidder Price: £1000
Lowest Bid Price: £700

Base % Score

$$700 / 1000 = \mathbf{70\%}$$

Bidder Price exceeds Max/Target Price = Target Price reduction

$$(1000 - 850) / 850 = 17.6\%$$

$$17.6 / 2 = 8.8\% \Rightarrow \mathbf{9\%}$$

Base % Score – Target Price reduction = Final Pricing Score

$$70\% - 9\% = \mathbf{61\%}$$

3.7 Bidder selection

- All scores achieved will be combined to form a final score and Bidder ranking.
- A Preferred Bidder will then be selected and notified of their Preferred Bidder status (subject to contract)
- Unsuccessful Bidders will be contacted and advised of the outcome.
- Capita Learning will create a Statement of Work (SOW) or Work Order (WO) linked to the Supplier Agreement Terms and Conditions and formally offer to contract between the two parties for delivery of the services. Bidders may be required to identify any intentional conflicts between their solution/service and the original requirements during this process.
- Bidders should note that Capita Learning is only able to contract with individuals on a limited company basis or via an approved umbrella company. This is due to Capita Learning group policy dictating that we are no longer able to engage with sole traders. This is primarily for two reasons: (a) the increased employment risk and (b) HMRC now deem the sole trader an employee for tax purposes and will therefore pursue Capita Learning for the tax liabilities of the sole trader
- If a mutually acceptable contract position cannot be reached, the process with the Preferred Bidder will be halted and the next ranked Bidder will be engaged.
- We will provide summary feedback to unsuccessful Bidders on request. In the event of a Bid being rejected at any stage, such feedback will be limited to communication in writing of the reason for rejection of the Bid submission.
- Final selection decisions are at Capita Learning's ultimate discretion and there is no appeal process.
- Post Bid enquiries will be considered in respect of Capita Learning's continuous improvement processes, but Capita Learning accepts no obligation to respond.

4 Pricing Schedule

The below guidance is provided to the suppliers as part of the bid process, if you would like to expand on any of these points, please feel free:

Please confirm what needs to be included and excluded from the cost and what further breakdown is required.

- **Expenses are to be included in the day rates**
- **The price breakdown should include:** rates, profit rate, materials costs, travel and subsistence, any indirect costs explicitly linked to the contract etc.
- The price breakdown should be split in the different stages of the work.
- The milestone payments will be linked to each deliverable.
- Be very explicit what should be included in the price
- Clarify any options that should be quoted for
- How cost is wanted (e.g. per candidate, course / event, hour, total package)
- What breakdown of costs is wanted (e.g. design elements)
- Consider payment schedules, duration of supplier investment, application of cancellation terms
- Detailed milestones/deliverables with timescales are needed particularly if Tier 2 is chosen on its own as it is against these that Capita Learning will invoice the customer

5 Tier Selection and Waiver Form

5.1 The standard sourcing Service (not optional):

Tier 2 – Sourcing Services (5.95%):

- Reviewing the requirements specification to ensure fitness for purpose
- Running the external procurement process
- Defining external procurement award criteria
- Providing feedback to participating bidders of an external tender exercise
- Engaging with the market to create a dynamic and agile supply chain through subcontracting arrangements
- Supply chain vetting and selection
- Managing the gateway spend approvals process (pre contract award)
- Formalising contract award with subcontractors
- Finalising Contract Terms and Conditions
- Management of payment to subcontractors
- Management information on overall spend

Ordering Tier 2 in isolation is not recommended.

5.2 Options for enhanced Services

Option 1:

Tier 3 – Administration and Support Services (0.5%):

- Initial introduction of customer to supplier ; includes explanation of next steps, endorsement process for supplier and customer, contact details
- Endorsement process (after customer has confirmed product delivery to satisfactory level)
- Management of invoicing anomalies
- Management of course cancellations and amendments
- Dedicated assistance via telephone and e-mail
- Planning and schedule management
- Management Information

Option 2:

Tier 4 – Contract Services (0.5%):

Note - some Tier 4 Services are dependant on Tier 3 Services, the full complement of Tier 4 can only be realised by the selection of Tier's 3 and 4 together:

- Regular performance reviews based on KPI's and SLA's (**Tier 3 required**)
- Management of supplier performance issues and conflict resolution
- Negotiations throughout the contract management phase
- Dedicated assistance and management of change requests(including pre-agreed optional extension period)
- Management of supplier exit/renewal
- Assessment/verification of course content/trainer delivery
- Standardisation of training evaluation criteria/methodology (**Tier 3 required**)

- Benchmarking, of performance, quality and price
- Performance management information (**Tier 3 required**)
- Monitoring of performance and interventions as required to ensure quality standards are maintained for duration of contract

Option 3:

Tier 3 and Tier 4: are both selected. This provides the full complement of Services as listed in Options 1 and 2 above.

5.3 Service Tier Selection:

Please **read the form below carefully** and complete to indicate which Service Tier options you require. Note that the signature box must be completed

Tier Options	Select - (Yes/No)	Waiver Statement
Tier 3	No	By selecting Tier 3 only, I am aware that the Services provided under Tier 4 will <u>not</u> be available.
Tier 4	No	By selecting Tier 4 only, I am aware that some of the Tier 4 Services (as indicated in the Option 2 Tier 4 scope list, above) will <u>not</u> be available, and the Tier 3 Services will <u>not</u> be available.
Tier's 3 and 4	Yes	n/a

I, the undersigned, understand the dependency between Tier Services as outlined in the above table.

I, the undersigned, also understand the Tier Service(s) selected for this Application.

On behalf of Customer

Signature: (REDACTED)

Print Name: (REDACTED)

Rank/Title: (REDACTED)

Date: 15 Aug 25