

 **MOD Commercial**

701162386 (DInfoCom/0147)

Managed Learning Service

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Managed Learning Service

***PROVISION OF CADUCEUS ROYAL SIGNALS UP-SKILLING***

This Contract is made

**BETWEEN** (1) **HER BRITANNIC MAJESTY’S SECRETARY OF STATE FOR**

**DEFENCE**, acting by the Directorate of Head Office and Corporate Services (HOCS), Kentigern House, 65 Brown Street, Glasgow G2 8EX (“the Authority”)

**AND** (2) **CAPITA Business Services Limited,** 4th Floor, Barnard’s Inn, 86 Fetter Lane, London, EC4A

1. The Contractor shall provide the Services described in the Statement of Requirement, in accordance with the Conditions of Contract (as detailed in Framework Schedule 4 – Order Form and Call-Off Terms for the Managed Learning Service dated 4th July 2017 – to the Framework Agreement entered into between the Authority and the Supplier on RM3822), the firm prices attached and the Contractor’s Work Order (WO) reference PSGW01632 dated 26 March 2021.

2. The Contract shall come into effect on 9 April 2021 until 31 March 2026.

3. Except where there is prior written approval from the Contracts Branch no payment shall be made for work performed which is outside the scope or period of the Contract.

4. If there is a conflict between the documents described in Item 1 above, the order of precedence shall be:

1. Work Order PSGW01632 dated 26 March 2021.

2. Statement of Requirements at Schedule 1

3. Conditions of Contract (as detailed in Framework Schedule 4 – Order Form and Call-Off Terms for the Managed Learning Service dated 4th July 2017 to the Framework Agreement entered into between the Authority and the Supplier on RM3822)

Document Title Her

### Index to Schedules

**SCHEDULE 1 STATEMENT OF REQUIREMENT**

**SCHEDULE 2 PRICING SCHEDULE**

**APPENDIX (DEFFORM 111) ADDRESSES & OTHER INFORMATION**

**Schedule 1**

**Schedule of Requirement**

Detailed below are the course / work specifications that are to be fulfilled by the supplier:

1. **Specification**

## Purpose / Learning Outcome

*A cohort of c3000 personnel successfully trained in core, trade specific technical knowledge. Successful completion is a major KPI.*

## Background Information

*The upskilling of technical training is to commence in FY 21/22, over a 5-year period and aims to train c3000 personnel within the contract period. The endorsed approach is to utilise commercial off-the-shelf (COTS) training that meets the outputs of a previously conducted Training Needs Analysis (TNA) and the preference is to use the extant Managed Learning Services framework to contract and deliver.*

## Detailed Description of Specification

### The Requirement

1. *The core requirement is for a blend of classroom based and remote, instructor led courses and self-paced learning as follows[[1]](#footnote-2):*

***Instructor-led blended learning (physical classroom/virtual classroom, inc labs dependent on social distancing guidelines)***

* 1. *CompTIA A+*
	2. *CompTIA N+*
	3. *CompTIA Server+*
	4. *CompTIA Cloud Essentials*
	5. *CompTIA S+*
	6. *CCNA*
	7. *CCNP - Enterprise (300-401) ENCOR and ENARSI Only*
	8. *MTA 98-367 – Security Fundamentals*
	9. *MTA 98-364 - SQL Database Fundamentals*
	10. *MTA 98-381 – Introduction to Programming using Python*
	11. *MD 100: Windows 10*

***Instructor-supported e-learning***

* 1. *ITIL Foundation V4.0*
	2. *ITIL V4.0 Specialist: create, Deliver, Support*
	3. *ITIL V4.0 Strategist: Direct, Plan & Improve (DPI)*
	4. *ISACA Certified Information Systems Auditor (CISA)*

***Instructor-led classroom/workshop based***

* 1. *C&G 2382 – Wiring Regulations 2018 – BS7671\**
	2. *C&G 2377 -22 Electrical Equipment Maintenance & Testing – PAT\**
	3. *C&G 2391-52 Inspection and Testing\**
	4. *C&G 2396 Design & Verification of Electrical Installations\**

***Self-paced learning***

* 1. *IOSH Managing Safely*
	2. *DSDM Agile Project Management Foundation*
	3. *DSDM Agile Programme Management Foundation*
	4. *Management of Risk Foundation*
	5. *Resilia Cyber Resilience Foundation*
	6. *Resilia Cyber Resilience Practitioner*
	7. *SharePoint Online Administration*
1. *Provider developed course. Bidders are welcome to provide a list of alternative suitable courses that meet the Authority’s intent. These should be included in the associated pricing schedule and indicated as alternative solutions (with exception to the C&G electrical certifications).*
2. *The delivery mechanism is to include the following:*
	1. *Classroom-based, face-to-face instructor-led daily courses. These are expected to be flexible and are to focus on a specified and agreed user need to deliver a portion of the standard syllabus to the training audience and may include Q&A sessions.*
	2. *Training partner-provided facility for face-to-face instructor-led daily courses. These are expected to be flexible and are to focus on a specified and agreed user need to deliver a portion of the standard syllabus to the training audience and may include Q&A sessions.*
	3. *Remote instructor-led daily courses where the training audience is able to join from disparate locations. These are expected to be flexible and are to focus on a specified and agreed user need to deliver a portion of the standard syllabus to the training audience and may include Q&A sessions and/or support to trainees on the self-paced training pathway.*
	4. *Self-paced, remote courses. These are expected to be flexible and are to focus on a specified and agreed user need to deliver a portion of the standard syllabus to the training audience and should include the respective learning packages and course materials.*
3. *Certification Examinations.*
	1. *C&G 2382, 2377-22, 2391/52 and 2396 are all to be certified to meet the UK Legislative requirements.*
	2. *Bidders are welcome to include certification for other courses as long as all bids remain within the initial contract budget.*
	3. *Mock examinations to assess trainees’ preparedness to undertake certification examinations. These may be available as part of course packages.*
4. *The supplier is to provide the following resources.*
	1. *For physical classroom based training the supplier is to provide all equipment and training material as required to deliver the courses including student terminals.*
	2. *For virtual classroom and self-paced learning, the supplier is to provide all equipment and training material as required to deliver the courses excluding student terminals.*
		1. *Virtual classrooms and self-paced learning should where possible be accessible on both MODNet and student’s personal terminals (for example on MS Teams).*
5. *The supplier is to provide a Learning Management System (LMS).*
	1. *Individual learning pathways are required for individual trades depending on their rank and status.*
	2. *The LMS is to be able to manage, record and report on trainee progress through their learning pathway and all data is to be available to the R SIGNALS.*
	3. *The supplier is to have a mechanism to assess and record prior learning on the LMS for trainees to minimise duplication of training.*
	4. *The supplier is to manage, engage and keep contact with students to ensure they are progressing at a pace expected against industry benchmarks.*
	5. *All data held within the LMS should be exportable in a common standard, preferably CSV.*
6. *The preference is for a blended training solution of face-to-face/virtual instructor-led training and self-paced remote training supported by an effective LMS to manage and facilitate the export of information for governance and assurance. This should be costed for within the pricing schedule.*

### Target Audience

1. *Up to 3000 Royal Signals Regular personnel, who routinely plan, manage, maintain, operate and secure, Communications Information Systems, Information Communications Services and supporting infrastructure. Trainees are existing tradespeople who are trained to varying levels in their primary trades and will range in rank from OR2 (Sig) to OR6 (Sgt) with varying degrees of military and technical Knowledge Skills and Experience commensurate with their rank and years of service.*
2. *The table below is an approximate training requirement across all ranks and trade groups. These numbers are representative of the totality of the requirement, but the authority may require to flex these in capacity and frequency to meet demand but remain within the contract budget. Where appropriate, courses can be rank and trade agnostic.*

|  |  |  |  |
| --- | --- | --- | --- |
| ***Course*** | ***Number of Students*** | ***Total Number of Courses required (based on course size of 12)*** | ***Average courses per year (assuming a 5-year transition window)*** |
| *CompTIA A+* | *141* | *12* | *2.5* |
| *CompTIA N+* | *141* | *12* | *2.5* |
| *CompTIA S+* | *2043* | *170* | *34* |
| *CompTIA Server+* | *1104* | *92* | *18.5* |
| *CompTIA Cloud Essentials* | *1015* | *85* | *17* |
| *CCNA* | *65* | *5* | *1* |
| *CCNP – Enterprise (300-401) ENCOR and ENARSI Only* | *1028* | *86* | *17* |
| *MTA 98-367 – Security Fundamentals* | *141* | *12* | *2.5* |
| *MTA 98-364 – SQL Database Fundamentals* | *24* | *4* | *1* |
| *MTA 98-381 – Introduction to Programming using Python* | *89* | *8* | *1.5* |
| *MD 100: Windows 10* | *141* | *12* | *2.5* |
| *ITIL Foundation V4.0* | *181* | *8* | *1.5* |
| *ITIL V4.0 Specialist: Create, Deliver, Support* | *2043* | *170* | *34* |
| *ISACA Certified Information Systems Auditor (CISA)* | *547* | *46* | *9* |
| *C&G 2382 – Wiring Regulations 2018 – BS7671* | *18* | *1.5* | *0.5* |
| *C&G 2377 -22 Electrical Equipment Maintenance & Testing – PAT* | *18* | *1.5* | *0.5* |
| *C&G 2391-52 Inspection and Testing* | *202* | *17* | *3.5* |
| *C&G 2396 Design & Verification of Electrical Installations* | *78* | *4* | *1* |
| *IOSH Managing Safely* | *292* | *25* | *5* |
| *Agile Project Management Foundation* | *2864* | *239* | *48* |
| *Agile Programme Management Foundation* | *736* | *61* | *12* |
| *Management of Risk Foundation* | *2864* | *239* | *48* |
| *Resilia Cyber Resilience Foundation* | *2428* | *202* | *40* |
| *Resilia Cyber Resilience Practitioner* | *630* | *53* | *11* |
| *ITIL V4.0 Strategist: Direct, Plan & Improve (DPI)* | *547* | *46* | *9* |
| *SharePoint Online Administration* | *1015* | *85* | *17* |

1. *Course numbers and frequencies are only applicable to instructor-led training. Self-paced learning capacity and frequency can be delivered as required with no limit on attendance capacity or frequency.*
2. *Self-paced learning should be licenced courseware rather than individual trainee licences to allow access for all students for the duration of the upskilling contract. Self paced courseware licensing can also be offered to support remote instructor led training where feasible.*
3. *Trainees are assumed to have a foundation level of computer literacy and technical knowledge for the start state relevant to the course allocated.*
4. *Blended learning including access to labs is assessed as the best method for trainee learning.*

### Specific Criteria for Bidder’s design/delivery resource

* *Instructors must be suitably qualified, experienced and formally accredited.*
* *The minimum-security clearance for all the training provider’s personnel who have access to the project and personnel data at any time is the Baseline Personnel Security Standard (BPSS).*
* *The project’s design and implementation are to be compliant with Joint Service Publication 440 and must be Data Protection Act 2018 compliant.*

### Describe the supporting Knowledgepool Service provisions

The standard Knowledgepool 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.

### Logistics

 *(delete/overwrite as appropriate)*

|  |  |
| --- | --- |
| Format  | *Face to face, e-learning and virtual learning using instructor-led training and a self-paced approach (including where applicable, Learn, Labs and Practice).* |
| Numbers of delegates  | * *Max overall: c3000+*
* *Min per cohort: N/A*
* *Max per cohort: Student limits for courses will be set where applicable on a course capacity basis.*
 |
| Tutor/Instructor to delegate ratio | *N/A* |
| Length of event | *Ideally no longer than 8 days including examinations per instructor-led course and up to 12 months per self-paced course.[[2]](#footnote-3)* |
| Number of events  | *Numbers are as required within the maximum contract value.* |
| Location  | *Classroom/virtual based instructor-led training to be provided at locations across the UK in MOD and/or supplier premises.* |
| Key Dates & Timing | *Target commencement of training is 09 Apr 21. Monthly delivery reviews and quarterly availability working groups will be implemented.* |
| Materials and Equipment needed, including format  | * *The supplier is expected to provide all equipment and training material required to deliver the courses and to provide a list of materials and equipment necessary for the training, that the Authority can be reasonably expected to provide inc user access devices, stationery, screens etc.*
* *Management Information (not exhaustive) to include:*
	+ *per user and aggregated metrics on target audience engagement (frequency, timings, length of engagement), location of access, method of engagement/instruction, access device types etc.*
	+ *Where applicable, per module examination scores and indication of performance against the pass standard (so the Authority can determine pass and performance rates e.g. the first attempt pass rates).*
	+ *Per user and aggregated progress*

*The Management Information should include the information in an exploitable format preferably, .csv.* |
| Dependencies and constraints, e.g. other events  | * *Internet connectivity for remote courses*
* *User access devices*
* *Location access for classroom-based instructor-led courses.*
 |

### Service Levels

*The following SLAs apply in addition to those that are included in the Knowledgepool Supplier Agreement*

* *The success of the supplier will be linked to the:*
	+ *quality of any Management Information and its value to refining and optimising upskilling programme.*
	+ *access to student data.*
	+ *the progression and performance of the training audience – in certification examinations and in subsequent skills development and maintenance.*
* *KPIs include:*
	+ *Levels of satisfaction of the training cohort with the training provided, through internal and external validations.*
	+ *Progression rates.[[3]](#footnote-4)*
	+ *Course completion rates.*
	+ *Certification rates.*
	+ *Duration to successful completion and certification (where appropriate).*
	+ *Timeliness of provision of, updates to and relevance/utility of Management Information. Each monthly report to be provided to the Authority no later than seven calendar days after the end of the month.*

Note: that if the client takes up only Tier 2 and not Tier 4 and some cases Tier 3, Knowledgepool will not be able to measure the supplier’s performance against these SLAs and KPIs unless the supplier is Knowledgepool or a Capita Business.

### Risk Assessment (not Cyber Security):

*Non delivery risks operational and reputational damage to the R SIGNALS; likewise, the risk of a significant failure rate.*

**Schedule 2**

**Pricing Schedule**

**Commercials and Invoicing**

The overall Contract Value is £\*\*\*\*\*\*\*\*\*\* exclude VAT (redacted)

Please see separate Schedule 2 - Pricing Schedule spreadsheet

**Invoicing and Payment Terms:**

Payment Terms:

Upon acceptance of the relevant Milestone (CP&F Purchase Order number), Blue Screen shall invoice Capita.

Suppliers will only receive payment when Capita have the written endorsement of the deliverable from the MOD.

All Invoices for the Managed Learning Services must be submitted as stated in the invoicing guide and template.

Payment of the total price shall be claimed (thru’ CP&F) following the satisfactory completion of the course [appropriate milestone].

**Insert DEFFORM 111**

**Please see separate sheet**

1. Courses annotated with an Asterix must be delivered with appropriate certification to meet UK Legislation. [↑](#footnote-ref-2)
2. It is the Authority’s expectation that students will complete the self-paced course within 3 months. A maximum time limit of 12 months allows for authority approved training breaks where personnel are required to carry out military activity. [↑](#footnote-ref-3)
3. Progression rate information to include feedback on students and their performance throughout their learning pathway. [↑](#footnote-ref-4)