

**MOD Commercial**

701255425 (DInfoCom/0153)

Managed Learning Service

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Managed Learning Service

***PROVISION OF R SIGNALS OFFICER TNA STAGE 2***

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 PSGW01653 dated 26 February 2021.

2. The Contract shall come into effect on 1 March 2021 (or earlier) until 21 September 2021.

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 PSGW01653 dated 26 February 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

Royal Corps of Signals (R SIGNALS) officers trained in modern technical leadership skills to lead the highly technical soldiers delivered by the R SIGNALS Career Model 2020, and competent as Information Professionals*.*

## Background Information

Project CADUCEUS has embarked upon a change programme that, in part, aspires to deliver training to the Corps in a modern, efficient, agile and innovative way.  It seeks to reduce the time spent in residential training and allow for self-paced learning focussing on the fundamental technical skills that underpin the capability the Corps delivers. In order to support the Masters’ Intent and Vision for the Corps, R SIGNALS officer training must be redesigned to develop the Information Professionals which underpin the Vision.  They must be able to credibly lead, develop and exploit the innovative talents of the more qualified soldiers delivered under the new R SIGNALS Career Model, which begins delivery during Q2 2022. The capacity does not exist at present to conduct the initial role analysis which will correctly shape the change in training.

## Detailed Description of Specification

### 1.3.1 The Requirement

To conduct a Training Needs Analysis Stage 2/3 of R SIGNALS officers from Lt to IG2 Maj, in order to set the requirement for all future training, in line with newly generated Role Performance Statements for the three ranks of Lt, Capt, and Maj.

In order to provide and auditable trail all training and supporting documentation is to be DSAT and JSP 822 compliant. The training documentation produced is to include the following documents delivered in accordance with JSP 822:

1. Individual TOs.
2. Formal Training Statement (FTS) to include:
   1. Training Performance Statement (TPS)
   2. Workplace Training Statement (WTS)
   3. Residual Training Gap Statement (RTGS).
3. Enabling Objectives (EOs)/Key Learning Points (KLPs)
4. Assessment Strategy (AStrat) to include Assessment Specification (ASpec).
5. Selection of Methods & Media
6. Learning Specifications
7. Courseware, pamphlets, programmes dependent on methods and media.

It is anticipated that the solution will enable the delivery of the correct level of training at the correct time during the career, utilising efficiencies between existing soldier/warrant officer courses and minimising training burden on the field Army.

### 1.3.2 Target Audience

The personnel requiring the trg will rank from Lt to IG2 Maj (IG2 – Initial Grade, a Maj’s first tour). There will be varying levels of KSE required throughout this career stage, and the roles in which personnel are employed in will vary from little technical exposure to highly technical. It will include both Direct Entry and Late Entry officers.

### 1.3.3 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).
* Proven experience in the delivery of technical ICT training using modern, blended learning methods.
* The project’s design and implementation are to be compliant with Joint Service Publication 440 and must be Data Protection Act 2018 compliant.
* Proven knowledge of DSAT, JSP 822 and ISO 9001/2015

### 1.3.4 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.

### 1.3.5 Logistics

*(delete/overwrite as appropriate)*

|  |  |
| --- | --- |
| Format | TNA |
| Numbers of delegates | Approx 700 |
| Tutor/Instructor to delegate ratio | N/A |
| Length of event | To be determined by the output of the TNA, the trg packages are likely to differ in length and the TNA will support this assumption. |
| Number of events | Not yet known, this is the scoping of the trg requirement and the design of the trg required, it is not the delivery phase.. |
| Location | Blandford Camp, Dorset. |
| Key Dates & Timing | To be complete within in 6 months from contract award. |
| Materials and Equipment needed, including format | * Who will be responsible for materials development, printing and delivery? **– The contractor** * Who will provide equipment? **For TNA production it will the contractor. There is no trg delivery associated with this phase of the project.**   If course is on Government estate, please specify equipment that will be provided (e.g. flip charts, projector, etc.) to enable Bidders know what they need not price for. **– N/A** |
| Dependencies and constraints, e.g. other events |  |

### 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.[[1]](#footnote-2)*
  + *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**

\*All costs are inclusive of expenses and exclude VAT

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), CDS shall invoice Capita.

Suppliers will only receive payment when Capita have the written endorsement of the deliverable from the MOD. At this point, the Milestone will be released to the supplier to allow them to invoice Capita.

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

Next Steps:

Upon execution of the contract, the following would follow:

1. A Capita MLS Project Coordinator will contact your organisation to coordinate delivery between yourself and the Client – please DO NOT contact the client directly.

2. Event references/PO to be sent prior to delivery dates, please do not commence work until you have received the above.

**Note:**

**• Delivery should not commence until you have been contacted by the project manager and have been issued with an event reference.**

**• Capita will not be liable for any work undertaken without the above being satisfied.**

**• Any amendment to this work order without approval by Capita-MLS Supplier Management is void.**

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

**Insert DEFFORM 111**

**Please see separate sheet**

1. Progression rate information to include feedback on students and their performance throughout their learning pathway. [↑](#footnote-ref-2)