Ministry of Defence

Managed Learning Service (MLS)

Early Market Engagement Questionnaire

**1. Introduction**

1.1 This questionnaire is issued by Head Office Commercial, part of the Ministry of Defence (MOD). The purpose of this questionnaire is to obtain market feedback in relation to a managed learning service for MOD’s requirements for bespoke learning. The primary focus is to better understand market/supplier appetite, capability and capacity, as well as perceived risks and opportunities.

1.2 This questionnaire is not a pre-qualification or selection exercise and is not part of any pre-qualification or selection process that may apply to any future potential procurement. It is intended to act as an awareness and information gathering exercise only. It is likely the route to market will be CCS DPS RM6219 Learning & Development[[1]](#footnote-2).

**2. Feedback Request**

2.1 Feedback is requested in relation to the proposals described within this document. Your feedback is important as it will allow views from the market to inform the development and finalisation of the procurement strategy.

2.2 Head Office Commercial would greatly appreciate your feedback responses to this questionnaire via email. Completed responses should be sent to **DefComrcl-HOCatMan-LD@mod.gov.uk** with a **subject title of ‘[name of organisation] – MOD MLS EME’**. Any questions you may have on this questionnaire can also be sent to this email address.

2.3 The feedback that we receive will be reviewed, analysed and taken into account in finalising the procurement of the managed learning service for bespoke learning. Responses will be confidential and will not be shared outside of MOD.

2.4 For your feedback to be taken into account, your response must be received by **9th August 2024**

**3. Proposals for consideration and feedback**

3.1 Background to the requirement – The MOD has a requirement to procure bespoke Learning and Development (L&D) services for both Military and Civil Service personnel where L&D requirements cannot be met through MOD internal training providers or existing specialist Defence contracts. The MOD use a range of commercial L&D frameworks and contracts that cater for a wide range of L&D requirements which enable a competent and well-prepared workforce pan-Defence to deliver Defence Tasks.

3.2 Overview Information – The successful supplier will provide a managed learning service, that covers the complete learning lifecycle, provides flexibility and is scalable to meet MOD’s needs. There may be a requirement for some services overseas, and the successful supplier will therefore ensure they are able to meet the requirement where applicable.

3.3 Proposed Timeline

The proposed dates for the tender process are shown below. They are subject to change

|  |  |
| --- | --- |
| **Activity** | **Duration Dates** |
| Early Market Engagement | Jun – Aug 24 |
| Expression of Interest | Sep – Oct 24 |
| Supplier Questionnaire (if applicable) | Nov – Dec 24 |
| Tender Issue  | Feb – Mar 25 |
| Evaluation & Finalise Contract | Mar – Jul 25 |
| Issue Debrief Letters  | Aug – Sep 25 |
| Contract Awarded and Signed | Sep 25 |
| Contract Mobilisation | Oct – Dec 25 |

**4. Questionnaire**

4.1 Head Office Commercial would appreciate your feedback in the form of a response to this questionnaire, with the specific questions to be answered in the blank tables/boxes provided. Should you consider a question as not applicable to your organisation, please state “not applicable” in the tables/boxes provided.

4.2 Please note that responses to this questionnaire do not form part of any formal procurement process.

MOD Managed Learning Service: Market Sounding Questionnaire

Please complete:

|  |  |
| --- | --- |
| Organisation Name |  |
| Company Registration Number |  |
| Key Contact Name |  |
| Email Address |  |
| Telephone Number |  |

This exercise does not form part of any formal procurement process. All responses will be carefully considered but will not bind Head Office Commercial to any particular approach to the procurement, nor will responses be treated as conveying any promise or commitment on the part of the respondent.

*Where a question does not ask for a yes/no answer, please limit responses to no more than 250 words per question.*

1. Interest

1.1 Please advise if you can offer the services below

|  |  |
| --- | --- |
| **Service** | **Yes or No** |
| Generic Learning/Core Business Skills - this includes but is not limited to numeracy and literacy, digital data and technology, languages, communication, teamwork, problem-solving and adaptability  |  |
| Design and deliver Specialist Bespoke Learning (these can include requirements from Defence Medical Services, Defence Science and Technology Laboratories and Atomic Weapons Establishment) |  |
| Leadership and Management |  |
| Profession Led Learning |  |
| Administration, Contract Management and Support Services – Deliver a fully managed service including customer focused end to end, scalable administration and learner support solutions. Act as the single point of contact for the ongoing relationships and performance management of any potential third-party supply chain for all learning requirements |  |
| Flexible approach – access to industry-led qualifications, networks and training in line with the Defence professions. Ability to flex and change over the life of the contract (i.e. continuous improvement). |  |
| Learning Consultancy – expert guidance and advise for the development and design of any aspect of the Learning Development strategy |  |
| Project Management – management and delivery of programs and projects designed to enhance the effectiveness of MOD customers’ Learning and Development requirements (i.e. agile project management methodology).  |  |
| Learning Management System (LMS) – the design, build and development of a new or the integration of an existing Learning Management System |  |
| Ability to provide learning requirements up to Secret level[[2]](#footnote-3), if necessary |  |
| Conduct Training Needs Analysis (TNA) activities for a range of training requirements in the Defence Context  |  |
| Ability to provide learning requirements to overseas locations (Face to Face and Remote)  |  |

1.2 If you are **not** interested in specific provisions, please specify why (e.g. risk of project, capacity or complexity of requirement etc).

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1.3 What would encourage you to participate in the tender process for this requirement? Similarly, are there any critical factors that would deter you from the opportunity? Please list and explain 3 factors for each.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **What would encourage you to tender for this requirement, and why?** |  | **Critical factors that would deter you from tendering for this requirement, and why?** |
| 1 |  | 1 |  |
| 2 |  | 2 |  |
| 3 |  | 3 |  |

**2. Delivery**

2.1 Based on the proposed tender timeline, please advise whether you think this is both realistic and achievable? Yes / No, if No please explain why and how the proposed timeline could be improved.

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2.2 Based on the information outlined in the preliminary section of this document, please complete the table below indicating your organisations capability to deliver the activities detailed and whether you would intend to subcontract any of the activities mentioned.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Activity**  | **Will you entirely self- deliver? Yes/No** | **Will you be subcontracting? Yes/No** | **If yes, please list the indicative % split between work carried out by your organisation and the works subcontracted** |
| 1 | Generic Learning/Core Skills |  |  |  |
| 2 | Specialist Bespoke Learning  |  |  |  |
| 3 |  Leadership and Management Development |  |  |  |
| 4 |  Profession Led Learning |  |  |  |
| 5 |  Administration, Contract Management and Support Services |  |  |  |
| 6 | Flexible Approach |  |  |  |
| 7 | Learning Consultancy |  |  |  |
| 8 | Project Management |  |  |  |
| 9 | Learning Management System |  |  |  |
| 10 |  Learning requirements at Secret level |  |  |  |
| 11 |  Training Needs Analysis |  |  |  |
| 12 |  Overseas Learning |  |  |  |

2.3 Can you provide a catalogue service/provision?

|  |  |
| --- | --- |
| Yes or No? |  |

2.4 If you are able to provide a catalogue provision, do you have one readily available?

|  |  |
| --- | --- |
| Yes or No? |  |

**3. Commercial**

3.1 The Head Office Commercial Team are currently considering options for the pricing element. Please rank the following pricing structures in order of preference, including any relevant comments that influenced your decision.

|  |  |  |
| --- | --- | --- |
| **Pricing Structure** | **Rank** | **Comments** |
| Cost per sub-requirement [[3]](#footnote-4)with a fixed management fee percentage for all requirements. The total management fee payable will be capped to a maximum value (to be confirmed). |  |  |
| Range of value band management fee percentages based on sub-requirement value. Value bands to be confirmed.  |  |  |
| Combination of day rates and fixed costs per sub-requirement inclusive of all overheads (management fees). |  |  |
| Fixed price per sub-requirement plus a set management percentage fee for each of the services provided e.g. sourcing, admin & support services and contract management |  |  |

3.2 Please provide details on the top 3 KPIs you would expect to see for this type of service including how these could be measured.

|  |  |
| --- | --- |
| **Top 3 KPIs** | **Measurement**  |
| 1. |  |
| 2. |  |
| 3. |  |

3.3 Defence Cyber Protection Partnership (DCPP) is a joint Ministry of Defence (MOD) and industry initiative to improve the protection of the defence supply chain from the cyber threat.

|  |  |
| --- | --- |
| **Question** | **Response (Yes or No)** |
| Does your organisation currently hold Cyber Essential Plus certification? |  |
| Does your organisation have plans to achieve Cyber Essential Plus certification in future? |  |
| Would your organisation be prepared to achieve Cyber Essentials Plus certification within 6 months of the contract going live? |  |
| Would your organisation be prepared to flow down the obligation to your supply chain? |  |

3.4 The intention is for MOD to have ownership of IPR for any MOD requirements that are designed/developed via this service. Please indicate your willingness to accept this arrangement as part of the contract. Y/N. If no, please explain why?

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3.5 Offshoring is considered to occur when any part of the service delivery relating to data is conducted outside the UK, and often occurs as a result of using cloud computing services.

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| --- | --- |
| **Question** | **Response** |
| Does your organisation currently offshore data outside of the UK? |  |
| Would your organisation be able to fulfil this requirement without offshoring?  |  |

3.6 What would you consider to be the top 3 most relevant Social Value areas for this requirement?

|  |  |
| --- | --- |
| **Social Value** | **Additional Comments** |
| 1. |  |
| 2. |  |
| 3. |  |

3.7 After contract award, the successful supplier may be required to undertake a modern slavery assessment using the Modern Slavery Assessment Tool (MSAT). Please advise whether you would be happy to do this.

|  |  |
| --- | --- |
| Yes or No? |  |

3.8 There is an expectation that MOD’s Defence Conditions will form part of the contract documentation, please can you confirm that you would be happy to adhere to Defence Conditions? Further information on Defence Conditions can be found under the Commercial section on the [Knowledge in Defence](https://www.gov.uk/guidance/knowledge-in-defence-kid#how-to-access-kid).

|  |  |
| --- | --- |
| Yes or No? |  |

3.9 The Head Office Commercial Team are currently considering 4 different contract lengths; please can you rank them in order of preference.

|  |  |
| --- | --- |
| **Contract Length** | **Rank** |
| 7 years plus 2 x 1 year options |  |
| 6 years plus 2 x 1 year options |  |
| 5 years plus 2 x 1 year options |  |
| 4 years plus 2 x 1 year options |  |

**4. Risk Management**

4.1 What does your organisation consider to be the top risks (up to 3 in order of criticality) to the successful delivery of the requirement? How can the identified risks be mitigated?

|  |  |  |  |
| --- | --- | --- | --- |
| **Rank** | **Risk and description (up to 3)** | **Mitigation** | **Who is best placed to manage this Risk? (MOD or supplier etc)** |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |

**5. Market Sector**

5.1 Is there any innovation in this market sector, that you are aware of, that is in development or that may come into fruition, during the proposed longest length of this contract? Please provide details of up to 3 examples including the likely impact.

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5.2. Do you envisage the use of AI to support any of the following stages of training development and if so, how?

|  |  |  |
| --- | --- | --- |
| **Stage** | **Yes/No** | **Examples of AI application** |
| Training Needs Analysis |  |  |
| Course Design |  |  |
| Delivery |  |  |
| Assurance |  |  |
| Evaluation |  |  |

6. Do you have any other comments regarding the proposals set out in this questionnaire and/or how Head Office Commercial can conduct this procurement to get the best value result?

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**We would like to thank you for taking the time to respond to this questionnaire.**

1. [Learning and Training Services DPS - CCS (crowncommercial.gov.uk)](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.crowncommercial.gov.uk%2Fagreements%2FRM6219&data=05%7C02%7CDebbie.Marwood311%40mod.gov.uk%7Ccea0bd4cade244618ea308dcabd196b9%7Cbe7760ed5953484bae95d0a16dfa09e5%7C0%7C0%7C638574163864253816%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=5LIWWv%2FUFfPW6jrlpR2KfO0XOnwhVx1dMLD4k224oUI%3D&reserved=0) [↑](#footnote-ref-2)
2. [Government Security Classifications Policy June 2023.docx (publishing.service.gov.uk)](https://assets.publishing.service.gov.uk/media/649c38e006179b00113f745b/Government_Security_Classifications_Policy_June_2023.pdf) [↑](#footnote-ref-3)
3. For the purposes of this questionnaire, the MOD MLS provision is the overall requirement. The individual services procured under the requirement will be defined as sub-requirements. [↑](#footnote-ref-4)