



Defence School of Communications and Information Systems

**DEFENCE SCHOOL OF COMMUNICATION INFORMATION SYSTEMS
(DSCIS)**

**STATEMENT OF REQUIREMENT
FOR
WIDE AREA NETWORK TRAINING (WANT)**

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RECORD OF AMENDMENTS

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INDEX

Section	Title	Page
	REFERENCES	v
	LIST OF ABBREVIATIONS	vi
	LIST OF DEFINITIONS	vii
1	INTRODUCTION	1-1
	ISSUE	1-1
	BACKGROUND	1-1
	SERVICE DATES	1-1
	INTELLECTUAL PROPERTY RIGHTS / COURSEWARE	1-1
	CONSTRAINTS AND OTHER INFORMATION	1-1
	Quality Standards	1-1
	Acceptance Criteria	1-2
	Annex A – Normative Quality Assurance Standards	1A-1
2	WIDE AREA NETWORK TRAINING	2-1
	SCOPE OF WORK	2-1
	BACKGROUND	2-1
	TRAINING FACILITY/EQPT REQUIREMENTS	2-1
	AUDIO VISUAL REQUIREMENTS	2-2
	BACK OFFICE REQUIREMENTS	2-2
	IS HARDWARE REQUIREMENTS	2-2
	BACK OFFICE IS SERVICE REQUIREMENTS	2-2
	SOFTWARE LICENCES	2-3
	SERVICE REQUIREMENTS	2-3
	Management and Support	2-3
	Training Delivery Requirements	2-5
	Instructional Requirements	2-5
	Training Delivery Support Responsibilities	2-7
	IT CONTINUOUS IMPROVEMENT	2-8
	FMS REQUIREMENT – SERVICE LEVEL	2-8
	COURSE REQUIREMENT	2-8
3	BUSINESS MANAGEMENT	3-1
	SCOPE OF WORK	3-1
	GENERAL REQUIREMENTS	3-1
	Governance, Contract Management and Reporting	3-1
	Authority / Contractor Relationship	3-1
	Meetings	3-1
	CHANGE MANAGEMENT	3-2
	Change to Output requirements	3-2
	Organisational change	3-2
	WANT Service change	3-2
	PERFORMANCE MONITORING	3-3
	INFORMATION EXCHANGE	3-3
	ARMS CONTROL REQUIREMENTS	3-3
	AUTHORITY SUPPORT TO THE CONTRACTOR	3-3
	Operating Agreement	3-3
	FALCON EQUIPMENT	3-4
	Support to Falcon Equipment	3-4
	Cryptographic Materiel	3-4
	Secure Garaging	3-4

OFFICIAL - SENSITIVE COMMERCIAL

	Working Hours	3-4
	Annex A – Statement of Training Requirement	3A-1
	Annex B – Performance Management and KPIs	3B-1
	Annex C - Indicative DSCIS School Working Day	3C-1
4	DELIVERY OF WANT	4-1
	SCOPE OF WORK	4-1
	DELIVERY MANAGEMENT	4-1
	GENERAL AND FLEET MAINTENANCE	4-1
	ADMINISTRATION	4-1
	SECURITY	4-2
	JOINT DELIVERY OF COURSES	4-2
	VALIDATION OF TRAINING	4-2
	INSTRUCTOR TRAINING AND EDUCATION	4-2
	INSTRUCTOR ASSESSMENT	4-3
	COURSE TRAINING PACKAGES	4-3
	CONDUCT OF FIELD TRAINING EXERCISES	4-3
	STUDENT DUTY OF CARE	4-3
	Blandford Camp	4-3
	OFSTED	4-3
	DISCLOSURE AND BARRING SERVICE (DBS)	4-3
	EQUALITY AND DIVERSITY	4-3
	HEALTH AND SAFETY	4-4
	STUDENT WELLBEING	4-4

REFERENCES

Reference	Title
A	JSP 822 latest version.
B	JSP 440 latest version.
C	JSP 490 latest version.
D	BGSU Standing Orders.
E	Blandford Garrison SHEF Manual.
F	11 (RSS) Sig Regt CO's Directive Number 3 (Latest issue).
G	JSP 763 The MoD Bullying and Harassment Complaints Procedures.
H	OPERATING ARRANGEMENTS (Latest issue).

LIST OF ABBREVIATIONS

Abbreviation	Definition
ASpec	Assessment Specification
BAES	BAE Systems
BGSU	Blandford Garrison Support Unit
BPS	Boundary Protection Service
CWC	Chemical Weapons Convention
DLE	Defence Learning Environment
DO	Authority Designated Officer
DSAT	Defence Systems Approach to Training
DSCIS	Defence School of Communication Information Systems
DSE	Display Screen Equipment
DST	Deployed Systems Troop
ESPD	Equipment Support Policy Directive
FLC	Front Line Command
FT	Falcon Training
FMS	Falcon Management System
HAS	Hardened Aircraft Shelter
IETP	Interactive Electronic Technical Publications
IS	Information System
ISpec	Instructional Specification
ISST	Information Systems Support Team
KPI	Key Performance Indicator
LAN	Local Area Network
LAS	Local Area Sub-system
LMS	Learning Management System
MBT	Media Based Training
MOD	Ministry of Defence
OC	Officer Commanding
PC	Personal Computer
PI	Performance Indicator
PrC	Prime Contractor
Rli	Restricted LAN Interconnect
RSS	Royal School of Signals
SME	Subject Matter Expert
QA	Quality Assurance
SDP	Service Delivery Point
SOTR	Statement of Training Requirement
SST	Steady State Training
TO	Training Objective
UOR Trg	Urgent Operational Requirement Training
VD 99	Vienna Document 99
VM	Virtual Machine
WFTE	White Fleet Training Equipment

LIST OF DEFINITIONS

Arms Control Inspections	Means inspections carried out by a third party to account for the Arms within the Establishment.
Assessment Specification (ASpec)	A specification describing the organisation, type of assessment, marking details, pass/fail criteria for the assessment of Training Objectives and the consequences of failure. It provides the practical details required to assess the achievement of the standards specified by an associated Training Objective.
Authority	Means the Secretary of State for Defence;
Back Office	The designated part of an organisation that runs the support and administration of the task.
Back Office Infrastructure	The physical infrastructure needed to allow the support and administration of the task.
Blandford Camp	Means the Authority's Establishment called Blandford Camp.
Boundary Protection Service	Allows connectivity to the www from Defence Networks
CISCO Firewall	A barrier produced by the company CISCO to protect a network of computers from being Compromised, Denial of Service and other Attacks from Hackers trying to intrude the network from outside.
Commandant (Blandford Camp)	Means the Officer in charge at Blandford Camp who exercises judicial and military discipline.
Contract Monitoring System (CMS)	Process through which a contractor's performance is measured against the contractual agreement with the Authority.
Contractor	Means the person who, by the Contract, undertakes to supply the Articles, or perform the Service, or both for the Authority as is provided by the Contract. Where the Contractor is an individual or a partnership, the expression shall include the personal representatives of the individual or of the partners, as the case may be, and the expression shall also include any person to whom the benefit of the Contract may be assigned by the Contractor with the consent of the Authority.
Contractor IT Service Plan	A plan held by the sub-Contractor that manages the computer network and IT Infrastructure through addressing faults recorded by the technical support team, assessing trends and considering improvement recommendations.
Contractor Provisioned	An item, service or capability provided by the Contractor.

Course Design	A department within DSCIS whose responsibility is to design DSAT compliant courses.
Course Training Package (CTP)	The product of course design that includes TPS, Instructor Spec (ISpec), Assessment Specification (ASpec), Assessment Strategy (AStrat), Phasing Charts and Risk Assessments amongst other elements.
Courseware	The product produced by the designer of the course that holds all the relevant information pertaining to the course
Crypto	Equipment that provides a level of security ensuring the secure passage of data over communications links.
Crypto Training Classroom	A dedicated classroom resource providing electronic Crypto equipment for the delivery of Crypto training.
Defence	A collective term for the British military and its measures or resources for protecting the country.
Defence School of Communications and Information Systems (DSCIS)	Means the Authority's Defence School of Communications and Information Systems (DSCIS);
Defence Learning Environment (DLE)	An electronic delivery mechanism accessible through both the internet and intranet supporting Defence-specific learning technologies to enable the delivery of distance learning and provide greater freedom to the student for learning.
Defence Line of Development (DLOD)	The DLODs (Training, Equipment, Personnel, Information, Doctrine and Concepts, Organisation, Infrastructure, Logistics) provide a mechanism for co-ordinating the parallel development of different aspects of capability that need to be brought together to create a real military capability and its management through life.
Defence Systems Approach to Training (DSAT).	<p>The DSAT QS has endorsed strategic principles, which underpin all training management functions. The DSAT QS provides:</p> <ul style="list-style-type: none"> a. A means of ensuring that individual training and education is delivered to meet the operational/ business requirements of the MOD. b. A framework against which a training organisation/school can develop and implement the Quality Management System that best meets their operational/business need.

	A Defence-wide benchmark against which the management and provision of individual training and education can be evaluated and good practice identified and implemented across the MOD.
Domain Controllers	A server that responds to security authentication requests (logging in, checking permissions, etc.) within the Windows Server domain.
Electronic Classroom	Means a classroom housing computer-based equipment used in the delivery of Falcon Training.
Exceptional Extension Period	Means the period of 26 th October 2020 to 31 st March 2021 inclusive.
Engineer Video Maintenance.	A video developed by the Contractor for Falcon Engineer training, which provides detailed visual reference of how to maintain Falcon equipment.
Establishment	Means an area or site under the management of the Authority that is within the scope of this Contract and shall be deemed to include any of Her Majesty's ships or vessels and service stations, RAF and Army Establishments or garrisons as appropriate;
Falcon	Defence's mobile trunk communications capability.
Falcon Conversion Training (CT)	Delivered by the PrC on behalf of the MoD to ensure that the correct level of manpower is trained to operate and maintain the Falcon system.
Falcon Designated Officer (DO)	The Designated Officer (DO) is the Officer, appointed by the Commandant DSCIS to interface with and manage the overall Falcon Training outputs. The Industry works in conjunction with the Industry Falcon Training Lead on all matters relating to Industry support to WANT
Falcon Fleet	Vehicle mounted and palletised Falcon equipment.
Falcon IETP	Reference portal that provides information for personnel to allow them to operate and maintain the Falcon System
Falcon IT Training Infrastructure	Equipment provided by the PrC to allow for the delivery of Falcon conversion training.
Falcon Prime Contractor (PrC)	BAE Systems (BAES) the Authority's current contracted provider of Falcon Steady State Training (SST)
Falcon Equipment Support Policy Directive (ESPD)	The directive that defines the levels of support and repair for the Falcon equipment. It defines those personnel who are qualified and permitted to carry out certain levels of repair. It provides reference to support Army Equipment Support Publications.

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Falcon Subject Matter Expert (SME) Instructors	An Instructor, who has extensive knowledge, experience and/or skill in regard to Falcon.
Falcon Steady State Training (SST)	Training delivered by 11 (RSS) Sig Regt under licence from DSCIS to ensure that R SIGNALS and RAF maintain the correct level of trained manpower to operate and maintain the Falcon system.
Falcon Management System (FMS)	The computer-based management system that controls the Falcon network.
Falcon Media Products	Falcon Training courseware developed by the Contracted Media Developers.
FMS/Engineer Instructor Developer	An instructor who is responsible for the delivery of FMS and Engineer training and the continuous development and improvement of courseware in support of DSCIS course design and the Media Developers.
FMS Virtual Machine (VM)	Software based fictive computer that emulates the functions and architecture of the FMS, which can be used in a classroom-based environment.
FMS/VMware Level 3 Support	3 rd line support to the FMS.
Front Line Command	Any military unit employed to deliver a war fighting capability.
Green Fleet Equipment	Military procured, developed and owned equipment. The term 'green' refers to the ability of the equipment to be deployed into a robust military environment.
Information Exchange	The process of learning and the efficiency of the learning through the bidirectional transfer of information.
Information System	A collection of hardware, software, data, people and procedures that work together to produce quality information.
IS Hardware	The hardware used within an Information System.
Key Performance Indicators (KPIs)	Means the high-level performance metric and its associated method of measurement(s) to be used to assess the Contractor's overall performance of the Contract as set out in Annex A to Section 3 of the SOR.
Local Area Sub-system (LAS) Equipment Classrooms	Classrooms fitted with dismounted Falcon equipment to simulate a deployed HQ environment.
Local IS Level 2 Support	On-site technical support delivered within the unit with their technical Engineer manpower. If the issue cannot be resolved at this level it is escalated to 3 rd Line Support (see above).
Management Office	An office provided by the Authority to the Contractor to enable their management of their resources.
Media	Electronic based communication of information, for example video, emulation software, pictures, voice etc.

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Media Based Training (MBT)	Means the use of Media to educate.
Media Developer	An individual who compiles and develops Media packages related to a specific topic for use in training and education.
Media Room	The room used to develop the Media
Military Instructor	Means Authority personnel qualified to deliver training.
MOD	Is the British government department responsible for implementing the Defence policy set by Her Majesty's Government, and is the headquarters of the British Armed Forces.
Moodle Learning Management System (LMS)	Modular Object-Oriented Dynamic Learning Environment – is a free software e-learning platform, also known as a Learning Management System, or Virtual Learning Environment (VLE)
Operating System	Is a collection of software that manages computer hardware resources and provides common services for computer programs. The operating system is an essential component of the system software in a computer system. Application programs usually require an operating system to function.
Performance Indicator ("PI")	Means the Contractor's performance metrics and measures used to monitor and assess its own performance against the delivery of the Training Services.
Restricted LAN Interconnect (RLi)	Is a Restricted interface allowing the connection of Restricted LANs across the Internet.
SCORM 2004	Sharable Content Object Reference Model – is a collection of standards and specifications for web-based e-learning. It defines communications between client-side content and a host system (called "the run-time environment"), which is commonly supported by a learning management system. SCORM also defines how content may be packaged into a transferable ZIP file called "Package Interchange Format".
Server Room	Is a room that houses a collection of Servers.
Service Commencement Date	Means 01 Jan 22 being the date on which the Contractor becomes responsible for the delivery of the WANT Services in accordance with this Contract
Service Delivery Point	The point at which a Service is delivered for example the location where the RLi can be accessed.
Service Delivery Manager (SDM)	An individual who manages a Service.
Service Standards	The standards expected of a Service.

Standing Orders	Means any directive or instruction issued formally in writing by or on behalf of the Commanding Officer.
Statement of Requirements	Means the document at Schedule 2 (Statement of Requirements) which identifies, either directly or by reference, the Training Services to be supplied or carried out, the quantities involved and the price or pricing terms in relation to each Training Service.
Steady State Training	The training required to maintain a capability.
WANT Service	Means the services, articles and deliverables to be provided by the Contractor under its obligations set out in this Contract as specified in the Statement of Requirements.
Statement of Trained Requirement (SOTR)	Means the document entitled "Statement of Trained Requirements" issued to the Contractor annually by the Authority.
System	A human-made entity with a distinguishing and defined purpose that draws on integrated, constituent parts, each of which does not individually possess the required overall characteristics or purpose.
Defence Systems Approach to Training	A training philosophy that emphasises the interrelationships between training and other systems such as personnel management, supply, logistics, finance, and the interdependence of the component parts of a training system. In applying SAT, training is undertaken on a planned basis in a logical series of steps. The number and description of those steps tend to vary, but, in general terms, they cover such aspects as development of training objectives and plans, formulation of an assessment scheme, implementation of planned training, validation and evaluation. Fundamental to the philosophy is that these steps constitute cycle, with the evaluation bringing about a reassessment of needs and a consequent refinement of the training given. This is embodied for Defence as the Defence Systems Approach to Training Quality System (DSAT QS) in JSP 822.
Training Equipment	The equipment whether White or Green Fleet used to deliver training.
Training Objectives (TO)	Training Objectives are precise statements of what a trainee should be able to do after training. A Training Objective is measurable and has three constituents: the performance required, the conditions under which the trainee must perform and the standard to which the trainee must perform.
Urgent Operational Requirements Training ("UOR Trg")	Means changes required to course design/documentation and/or training delivery

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	as a result of new equipment, equipment modifications or lessons learned from operations, which by their operational nature require urgent implementation.
White Fleet Training Equipment (WFTE)	Means the Commercial Off The Shelf equipment used in the delivery of training, where the term white refers to the ability of the equipment to be deployed in a less robust civilian environment.

SECTION 1 - INTRODUCTION

Issue

1. The requirement to deliver Wide Area Network Training (WANT) for Defence falls to the Defence School of Communications Information Systems (DSCIS). Currently WANT is focused on the delivery of Falcon Training and its capabilities, including Falcon Early Entry capability (FEEC). In order to deliver WANT the provision of contracted White Fleet Training Equipment (WFTE)¹, Media Based Training (MBT)², Instructor/developers and media staff must be sought to support an effective WANT solution to meet the SOTR 21/22 and beyond.
2. Falcon Training is currently delivered at both Blandford and RAF Leeming. All WANT will be delivered solely in Blandford from 01 Jan 2022. On current planning, Directorate Information (DINFO), as the Capability Lead User, has directed that the training solution is in place at DSCIS until 30 June 2024.

Background

3. WANT is essential in providing and maintaining both the R SIGNALS and RAF with trained personnel to deploy the Falcon communications network. The Falcon network provides backbone communications across Defence on operations.
4. WANT requires Contractor provided WFTE to deliver the trained capability for both Air and Land Forces. The Green Fleet alone cannot support the throughput of students in the time required and is not designed or CLS support contracted for such heavy usage. Green Fleet equipment is limited in its availability and in the number of students that can be trained simultaneously, unlike the WFTE that replicates the Green Fleet equipment system elements through emulation on a classroom networked personal computer. The current training solution also provides a separate Crypto capability in a classroom to support Crypto manager training

Service Dates

5. The existing contract requirement for the delivery of the full service under ACT/04227 was initially for a period until 25 Oct 2019, extended by a one-year extension to 23 Oct 20 and then under an Exceptional Extension Period until 31 Mar 21. It was then further extended to 31 Dec 2021. This SOR is for a contract re-let for two and a half years until 30 June 2024.

Intellectual Property Rights / Courseware

6. REDACTED.

Constraints and Other Information

7. **Quality Standards.** All work shall be delivered in accordance with relevant Quality Manuals, Front Line Command requirements, JSP822 (DSAT Quality standards) and other relevant publications. Annex A articulates the current Normative Quality Assurance Standards to be followed.

¹ WFTE - Classroom and Commercial Off-The-Shelf PC based network located in Blandford and RAF Leeming that includes the Falcon Management System (FMS) used for emulation.

² MBT – The PrC has a dedicated media team that has developed interactive courseware that supports the delivery of FT. This courseware is maintained in line with equipment upgrades and course improvement by the PrC. Removal of this optimal courseware will require a redesign of some elements of the course to ensure the information can be imparted another way to the students

8. **Acceptance Criteria.** The following criteria shall apply:
- a. All work shall be provided to Authority quality standards and to the extent stated in the SOR and relevant Key Performance Indicators (KPIs).
 - b. A Contract Monitoring System (CMS) will be used to determine the performance of the service provided under the contract. Performance is to be measured by a variety of means including, but not limited to KPIs, PIs and Service Standards.

Annex:

- A. Normative Quality Assurance Standards.

NORMATIVE QUALITY ASSURANCE STANDARDS

1. Training Quality Standards

- a. A Deliverable Quality Plan is not required, however all contracted training design, delivery and development deliverables for WANT must be in accordance with the Defence Systems Approach to Training (DSAT) Quality Standard as depicted in JSP 822.

2. Equipment Delivery and Support Standards

- a. The contracted deliverables to Deliver, Manage and Support all WFTE for WANT must be delivered in accordance with a certified Quality Management System.

SECTION 2 – WIDE AREA NETWORK TRAINING (WANT)

Scope of Work

1. This section identifies the requirement to support the current IS capability in classrooms and Instructor/developer/media/management positions as well as support functions at Blandford Camp for the WANT Service from 01 Jan 2022 in support of the enduring training delivery requirement. The requirement encompasses a full-service wrap for the WFTE. The Contractor must ensure throughout the period of the contract that the classrooms remain aligned to managed changes in the operational green fleet capability at appropriate times; this includes, classroom FMS software builds, and training required to ensure the WANT Service courseware truly represents the needs of the in-service, Front Line Command (FLC) Falcon Fleet.

Background

2. The refresh of the TLAN in 2021 provides a clear opportunity for the WANT Service contract to leverage the benefits of new technology for Defence in this training environment. This IS solution provides better capability and utility to support future systems training should stakeholders determine this is a requirement within the duration of the contract or beyond. It will also afford the opportunity to offer a more blended approach to the training delivery and through the utilisation of Technology Enhanced Learning (TEL) create opportunities to deliver a reduction in the time spent on the residential aspect of WANT courses. See KPI 5.

Training Facility / Equipment Requirements

3. The following facilities are currently available for the delivery of WANT.

a. **Blandford Camp:**

1. Equip three electronic classroom(s) (required primarily for the purposes of providing Falcon Management System (FMS)³ training). Classrooms must be able to accommodate classes of up to 16 students at any one time.
2. Equip Local Area Sub-system (LAS) equipment classrooms⁴. These classrooms must be able to accommodate classes of up to 8 students per classroom at any one time. (Provided by the Authority as Green fleet equipment where appropriate).
3. Equip Falcon Crypto training classroom. Classroom must be able to accommodate classes of up to 4 students.
4. Falcon installation/equipment indoor training facility suitable to enable the networked connection and usage of Falcon assets. (Provided by the Authority as Green fleet equipment where appropriate).
5. Equip offices with appropriate IT equipment to allow industry instructor/developers and Media Developers to develop training courseware and media efficiently and effectively.

³ The WFTE Falcon Management System (FMS) allows the planning of all Green Fleet equipment to be conducted in a classroom environment.

⁴ Equipped by the Authority with Green fleet equipment where appropriate.

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6. Equip management office. To provide appropriate IT equipment to enable Industry Managers and Admin Staff to efficiently and effectively manage and administer the required activities under WANT.
7. Equip 1 x Server Room (E22b) with Falcon TLAN21 Network Capability.
8. Equip 1 x WFTE IS Storeroom (D75).

Audio Visual Requirements

4. Provide presentation equipment in each of the electronic training classrooms at Blandford Camp as listed above to facilitate the delivery of the WANT service.

Back Office Requirements

5. The Contractor is to provide a back-office Support Service to the delivery of WANT. The equipment requirement for the back-office Support Service is identified at para 12. The Information System (IS) services requirements, desk positions, telephony connections and Restricted LAN Interconnect (RLi) access is required for use throughout WANT within the back-office infrastructure at Blandford.

IS Hardware Requirements

6. The Contractor is to provide all the white fleet IS hardware required to deliver the WANT Service as follows:

- a. **Blandford Camp**

- (1) Provide all Personal Computers (PCs) to deliver the WANT Service. The number of PCs must support a maximum of 16 students in each classroom and the Instructor, Media Team and Back Office requirements to support the delivery of training.
- (2) Provide all the necessary infrastructure and servers to provide training delivery and deliver FMS emulation software at Blandford Camp.
- (3) The complete IS hardware solution at Blandford Camp of PC terminals and servers would be left to the Authority for disposal at the end of any industry contracted support to the WANT programme.

Back Office IS Service Requirements

7. The Contractor shall provide the following IS network capabilities and services at Blandford:
 - a. Approved Firewall (If required).
 - b. Domain Controllers.
 - c. Courseware/Data Repository – to be included within the servers with a capacity that can adequately meet the required support to all Falcon courses, with the ability to increase storage if required.
 - d. Tape Back-up capability – conducted daily.

- e. Moodle Learning Management System (LMS).
 - f. Develop DSCIS courseware (against the OS system in use) available for exploitation by the Authority through DLE, LEARN and future distributed learning platforms⁵.
8. The MoD shall continue to provide the following IS services:
- a. RLi Service Delivery Point (SDP).
 - b. Continued provision of BPS or equivalent Gateway Access/accounts.
 - c. Provision of reliable and stable earthing and power for the IS equipment and classrooms.
 - d. Provision of reliable and capable air conditioning to support the IS solution.
 - e. Continued provision of Portable Appliance Testing (PAT) and recertification of equipment cabinets as required.

Software Licences

9. The Contractor is to provide all the necessary software licences/subscriptions for the delivery of WANT. The contractor is responsible and will comply with the requirements of all necessary and applicable software licences to ensure there are no legal breaches of licensing regulations throughout delivery of the contract.
10. The Contractor shall provide software to enable the Authority to deliver FMS training within the PC based electronic classrooms. The FMS applications must also reflect the functionality and baseline build of the FMS found on the in-service fleet equipment, and any updates to the fleet must be mirrored in the training fleet at an appropriate time, based on current FMS design and build OS. The necessary software licences for this capability are provisioned as part of this service.

Service Requirements

11. **Management and Support:** The Contractor shall provide management and support to the WANT Service as follows:
- a. **Contractor Team Management** – The Contractor shall provide all the necessary management and administration to deliver and sustain the WFTE, MBT and WANT Service. The Contractor will be expected to manage the WANT Service at Blandford Camp. Specifically, as the Contractor will be the sole provider of instruction on the Falcon Early Entry Capability (FEEC), they are to manage and maintain the DSCIS / 11 Sig Regt owned FEEC equipment under Authority mandated procedures at Levels 1 - 4 with key spares support and base repair provided under the Authority In-service management doctrine for Falcon through 11 Sig Regt.
 - b. **Courseware and Media Management** – The Contractor shall provide the necessary technical and media expertise to manage and lead the maintenance and support of

⁵ At the OS systems which the course has been developed against.

the FT courseware products⁶. The Contractor shall provide the technical expertise to support DSCIS to maintain, enhance and modify the courseware governance documentation and training delivery products for the evolving training solution throughout the WANT service. The Contractor shall support the development of the DSCIS courseware products to meet any modified requirement to training or Authority directed upgrade to the in-service operational green fleet equipment.

c. **Media Design and Production** – The Contractor shall provide a Media Developer capability. The Media Developer capability will:

- (1) Deliver Falcon media outputs in support of DSCIS for WANT delivery by the provision and maintenance of developed Falcon media products within the resource base:
- (2) These duties could include supporting the Media for the classroom delivery of WANT through:
 - (a) Maintain the Media based on the input from Falcon SME Instructors.
 - (b) Maintain the course student handouts, study material, notes⁷ and presentations incorporating high quality rendered graphics/video and images.
 - (c) Maintain the media delivery environment for classroom media delivery.
 - (d) Maintain and enhance the classroom-based media products through subsequent System changes and training approach changes responding to the DSAT continuous improvement doctrine.
 - (e) Create media-based course content and media-based revision material from the input provided by SME Instructors.
 - (f) Develop/refine the media delivery environment for web-based media delivery in accordance with JSP 822⁸.
 - (g) Ensure that relevant aspects of the training media are SCORM 2004 compliant.
 - (h) Develop and manage on behalf of DSCIS, appropriate future media products which might be exploited as distributed electronic learning packages.
 - (i) Maintain and enhance the web-based media products through both system and training approach changes responding to JSP 822⁹.
- (3) Assist in the development of any course documentation in accordance with JSP 822¹⁰. To include:

⁶ Inclusive of content provided to the Authority for exploitation on distributed learning capabilities such as DLE and LEARN.

⁷ Specific to the course type.

⁸ JSP 822 (Latest Version).

⁹ JSP 822 (Latest Version).

¹⁰ JSP 822 (Latest Version).

- (a) Falcon media requirements.
 - (b) New or changed training scenarios.
 - (c) Changes to media as a result of changes to the Falcon IETP.
 - (d) Develop Courseware, documentation and media to support DSCIS intent on provisioning future distributed electronic learning packages. The integration onto other Defence systems is out with this contract initial scope.
- (4) Support DSCIS in the acceptance of any designated media work packages and their subsequent delivery within available resource scope.
- (5) Develop the appropriate supporting Technology Enhanced Learning content and delivery strategy suitable to meet the DSCIS and its Defence Falcon user's needs moving forward within available resource scope.
- (6) Develop innovative media-based solutions which meet the requirements of JSP 822 and could be delivered within the constraints of the Defence delivery platforms currently available.

12. Training Delivery Requirements:

- a. The Contractor shall provide the following instructor capabilities:
 - (1) FMS / Engineer / RAF / Course (s) - Instructor / Developer.
 - (2) Crypto Management Course - Instructor / Developer.
 - (3) FEEC Course - Instructor / Developer.
 - (4) Reserve Operator Course - Instructor / Developer.
 - b. **Conduct of Training Delivery.** The Contractor will provide the following support:
 - (1) **01 Jan 2022 – 30 June 2024** This will require an overall WANT instructor delivery requirement across Blandford Camp of circa 10683 periods respectively of 40 minutes.
 - (a) The MOD instructor team (minimum of 3 full time Falcon SQEP Instructors) will be encouraged to meet up to 3203 periods of instructor delivery output and no less than 2883 periods at Blandford.
 - (b) The contractor will meet a minimum of 7480 periods of instructor delivery output with the capability to meet a maximum of 7800 periods of instructor delivery output should the military only meet their minimum requirement at Blandford.
- Note 1:** Any changes to the WANT delivery schedule which are outside of the control of the industry contract would impact the figures stated above.

13. Instructional Requirements:

a. **WANT Instructional requirements.** Provide:

(1) **Instructional Delivery of WANT.** Deliver WANT in support of DSCIS to Army and RAF students attending all Falcon course types at Blandford Camp.

- (a) Provide Instructor SME support within a combined Contractor/MOD Instructional team (70/30 split). Less FEEC training which will be delivered solely by the contractor.
- (b) Assist the Authority with the preparation of the training delivery equipment and systems for courses, both green fleet equipment and WFTE based.
- (c) Assist the Authority with the identification and the recording/reporting of all faults in accordance with the Falcon Equipment Support Policy Document (ESPD), latest IETP and local policy.
- (d) Provide an SME in the training delivered.
- (e) Complete instructor/student exception reports where required.

(2) **Support to WANT.** Provide support and guidance where appropriate to DSCIS activity supporting deployed Falcon capability training in training locations.

- (a) Co-ordinate and organise the training equipment resources, and Falcon wheeled installations required to train in training scenarios.
- (b) Manage and account for all FEEC equipment.
- (c) Provide guidance to the MOD JNCO Detachment Commanders to ensure the relevant Health and Safety directives are adhered to throughout any deployed student training.
- (d) Carry out instruction within the garaged and exercise environments (in all weathers).

(3) **Assistance to DSCIS Course Design.** Assist in the development of any WANT course documentation (ensuring JSP 822 compliance¹¹).

- (a) Support the creation and amendment of DSAT documentation under configuration control.
- (b) Create and amend training scenarios and develop lesson plans.
- (c) Assist DSCIS to incorporate into training any changes apparent within the Falcon IETP.
- (d) Provide SME input to the media team for the development of supporting media.
- (e) Create and amend technical content with media-based revision material.

¹¹ JSP 822 (Latest Version).

(f) Support DSCIS in the acceptance of any designated WANT development work packages and their subsequent delivery within available resource scope.

(g) Attend training reviews and meetings as required.

14. **Training Delivery Support Responsibilities.** The Contractor shall provide support to the IS solution used to deliver FMS Trg. The support requirement is:

a. **Local IS Level 2 Support – Preventative Maintenance:**

(1) Manage, conduct and record any preventative maintenance of the WANT IT Training Infrastructure to ensure it is in a fully operational state to fulfil all planned training courses (including server, workstation and peripheral hardware, system back-ups, file purging and archive activities).

(2) Co-ordinate and support authorised configuration control changes to the IT infrastructure as required (including deployment of server updates, software upgrades, workstation image updates).

b. **Local IS Level 2 Support – Corrective Maintenance:**

(1) The contractor is to ensure all incidents are logged with the IS helpdesk facility. This is a vital function to ensure the correct level of support is provided to the training staff. This process is also a fundamental input to the Contractor IT Continuous Improvement Plan.

(2) Manage and conduct corrective maintenance of the IT Infrastructure to ensure that it is in a fully operational state to fulfil all planned training courses (including hardware diagnostics, component replacement, software diagnostics, MS Office Automation application configuration and workstation Operating System image deployment).

(3) Organise and co-ordinate the replacement of any defective White Fleet equipment unit or component from spares holding.

(4) Respond to and resolve technical issues and fault occurrences to ensure loss of training time is minimised and restore the solution to a fully operational state within 24 hours.

(5) Escalate any issues to the next support level (3rd Line Support) as required.

c. **Local IS Level 2 Support – Administration:**

(1) Manage and conduct regular configuration audits. This is to include activities associated with equipment and/or software additions or changes to the classroom systems in accordance with requests from the Configuration Manager.

(2) Manage and replenish spares holding as required by escalating requirement to 3rd Line Support to review and action.¹²

(3) Create new and manage existing user accounts, including file permissions in accordance with current policies and practices.

(4) Monitor the server back-up tape jobs and manage the back-up tape rotation. Failed back up jobs are to be escalated to 3rd Line Support.

d. **Local FMS Level 2+ Support:**

(1) Set-up and configuration of FMS classrooms.

(2) Recover and reset the classrooms post training events.

(3) Investigation and rectification of FMS software issues.

(4) Liaison with FMS Level 3 Support (BAES Training Support Engineer as required).

e. **Level 3 Support to FMS/VMWare.** The Contractor shall provide FMS/VMware Level 3 Support to the IS solution. This support will manage systems uplift and maintain the integrity of the system to meet the FMS requirement service level.

IT Continuous Improvement

15. The Contractor is required to identify continuous improvement to the IT network (TLAN) and its capability regarding the hosted FMS applications used to deliver the WANT service using WFTE through the use of performance, capability and fault reporting. The Contractor must have a process in place to record and report all significant IT faults, capability and TLAN performance issues for consideration at Quarterly meetings with the Authority.

16. The Contractor is required to provision through TLAN and across all classroom PCs the FMS as a supported service, based on the current FMS system design.

17. The contractor is required to highlight at bi-annual review meetings any IS support concerns or aspects for consideration by the Authority for improvement investment to further enhance the training delivery.

FMS Requirement – Service Level

18. The Contractor must ensure the FMS in the WFTE classrooms is maintained to meet the training requirement during the delivery of assigned WANT courses.

19. The Contractor must ensure the FMS in the WFTE classroom is maintained to enable instructor development of the courses prior to their commencement.

Course Requirement

¹² The level of spares holding will be different for each piece of equipment and dependent upon a number of factors, including likelihood of failure, time taken to procure, importance within the system etc. The Contractor must ensure that the spares holdings will not adversely affect the delivery of training.

20. The Contractor shall deliver instruction for the following courses:

- a. Falcon System Manager (FSMA).
- b. Falcon Communications System Engineer (FCSE).
- c. Falcon Key Fill Manager (FSCM).
- d. Falcon Early Entry Capability User (FEEC).
- e. RAF Falcon Engineer/Manager (FREA).
- f. Falcon Reserve Operator Part 1 (RFS1).
- g. Falcon Reserve Operator Part 2.(RFS2)

SECTION 3 – BUSINESS MANAGEMENT

Scope of Work

1. This section covers the requirement for appropriate business management of the Contract and addresses the manner in which the Contractor shall interface with the Authority.

General Requirements

2. **Governance, Contract Management and Reporting.** The Authority's Designated Officer (DO) will oversee the performance of the Contractor and ensure the specified standards of performance (as set out in this Statement of Requirement) are being achieved. The responsibility of the DO will fall to OC 3 (Harrogate) Sqn, 11 Signal Regiment. The DO will be supported in the monitoring of the Contractor agreed outputs and performance by the Officer Commanding Deployed Systems Troop (OC DST).
3. **Authority / Contractor Relationship.** The Authority together with the Contractor shall develop, nurture and foster a positive relationship based on joint working and mutual support within the bounds of the contract. The Authority shall encourage the Contractor to engage proactively in proposing improvements to training and support, modernising and achieving better efficiency and effectiveness across the WANT solution where appropriate. In doing so the Authority would require the Contractor's participation in the planning, development and evolution of WANT training and support to meet continuous improvement requirements/KPIs.
4. **Meetings.** To maintain a healthy relationship between the Authority and the Contractor and continue to improve the delivery of the WANT Service there is a requirement for the Authority and Contractor to conduct meetings at different levels. The suggested meetings and their relevance is depicted below:
 - a. **WANT Contract Monthly Training Delivery and Support Review.**
 - (1) **Aim.** To address any issues and monitor the delivery and support of WANT at Blandford Camp.
 - (2) **Location.** Blandford
 - (3) **Representatives:**
 - (a) OC 3 (Harrogate) Sqn - DO
 - (b) 11(RSS) Sig Regt (DST)
 - (c) BAE Systems
 - (d) REDACTED
 - b. **Quarterly Contract Progress Meeting.**
 - (1) **Aim.** To discuss the overall Contractors' deliverables on a quarterly basis in order to assess and endorse them. Should the situation arise where an issue cannot be resolved then it should be raised to HQ DSCIS in the first instance.

(2) **Location.** Blandford.

(3) **Representatives:**

- (a) OC 3 (Harrogate) Squadron - DO
- (b) Air Commercial (Air Command)
- (c) 11 (RSS) Sig Regt (DST)
- (d) BAE Systems
- (e) REDACTED.

Change Management

5. **Change to Output requirements.** The output requirements for WANT courses will change throughout the lifetime of the contract. Operational need, equipment, Urgent Operational Requirements Training (UOR Trg), Authority change to training, Funding, Manning and Operational doctrine could all implement change to the output requirements. The Contractor must be adaptable to these events within resource levels and be able to manage change to the output requirement.

6. **Organisational change.** During the contract the Authority may need to implement organisational change. Any organisational change would have an overall plan developed by the Authority; the Contractor would be required to develop a supporting plan for the relocation of their outputs if required. The Contractor is to be flexible, adaptable, agile and proactive in order to manage any change and must ensure there is minimal disruption to the delivery of the WANT Service. Any relocation would be subject to a contract amendment.

7. **WANT Service change.** The requirement as detailed in Section 2 may require change during the course of the contract. The Authority may identify changes to the requirement and engage the Contractor at the earliest opportunity on said changes. The Contractor is to support change within the bounds of the contract. The Authority may vary the periods allocated to the Contractor by $\pm 10\%$ to meet any change to the SOTR within the contracted resource type and scope.

Performance Monitoring

8. The Contractor will be subjected to performance monitoring. Performance will be measured against the Key Performance Indicators (KPI) as depicted in Annex A and will be overseen by the OC 3 (Harrogate) Sqn with support from OC DST.

Information Exchange

9. For the effective delivery of WANT there is a requirement for complete information exchange between all parties involved in its delivery and support. Positive and collaborative working relationships must exist between the Authority and Contractor for information exchange to work effectively.

Arms Control Requirements

10. The Contractor, subject to available resources, will provide support to the following Arms Control Inspections at Blandford Camp as and when they occur:

- a. Conventional Forces in Europe (CFE) Treaty.
- b. Vienna Document 99 (VD 99).
- c. Chemical Weapons Convention (CWC).

11. Overall co-ordination of inspections will be undertaken by the Authority and where directed the Contractor shall be required to:

- a. Shroud sensitive equipment prior to arrival of the Inspection Team (CFE/VD 99).
- b. Remove/cover protectively marked information displayed in buildings (CFE/VD 99).
- c. Explain the nature and purpose of equipment within a section (CWC).
- d. Allow and provide access to all areas.

12. Arms Control Inspections can occur at any time, at 36 hours' notice and last up to 48 hours. On average there is one visit per site per annum in total, but visits could occur more frequently and therefore Contractor support is necessary as required.

Authority Support to the Contractor

13. **Operating Arrangement.** In the absence of a Partnering Agreement or a formal Manning Management document between the Falcon Contractor and the Authority (MoD), an [Operating Arrangement](#) (OA) between DSCIS and BAE Systems will be the authoritative document. The OA outlines the agreed lines and levels of support to the Industry WANT Training team operating in support of the DSCIS for the execution of the WANT delivery at Blandford. The term 'Industry' is used throughout the OA document to represent BAE Systems and is inclusive of any BAE Systems partners or sub-contractors such as REDACTED. Where the term 'Authority' is used, it refers to MoD organisations where responsibilities may not be specific to any single organisation such as infrastructure responsibilities within Blandford Garrison.

Falcon Equipment

14. **Support to Falcon Equipment.** The availability, security and maintenance of Falcon Equipment are the responsibilities of DSCIS through the Chain of Command (CofC) less all FEEC equipment which will be managed and maintained by the Contractor within 11 (RSS) Sig Regt facilities.

- a. **Service Schedules.** Routine servicing and maintenance schedules will be produced by 11 (RSS) Sig Regt and integrated into the training forecast of events. Issues with non-availability of equipment will be resolved where possible at the WANT training team weekly planning meetings with DST at Blandford Camp.

15. **Cryptographic Materiel.** 11 (RSS) Sig Regt are responsible for the safe custody and correct handling of all Falcon Cryptographic items in accordance with JSP 440 and JSP490.

- a. **Crypto Keying Material.** 11 (RSS) Sig Regt Security Custodian Officer is responsible for the ordering, issues and receipt of all keymat in accordance with JSP 490.

16. **Secure Garaging.** The Falcon Green Fleet (and FEEC) installations will be securely garaged: at Blandford Camp in the Ptarmigan Main Building (PMB) garages and Christchurch Training Facility (CTF). The security of these areas is the responsibility of 11 (RSS) Sig Regt through the CofC and in accordance with JSP 440 and 490. Access to these areas must also comply with JSP 440 and 490.

17. **Working hours.** Indicative working hours Mon to Fri within Blandford Camp for the provision of the WANT Service are detailed at Annex B. They can also be found in Unit Standing Orders and (Army) Part One Orders. Any bank holidays that fall within a Falcon course will be regarded as a normal working day and will require to be supported. In addition, there will be a requirement for contractor support to Reservist Training in Blandford over weekend periods. For this the contractor is to be prepared to deliver for 12 days per year (8 x Saturday and 4 x Sunday).

Annexes:

- A. Statement of Trained Requirement (SOTR).
- B. Key Performance Indicators.
- C. Indicative DSCIS School Working Day.

**ANNEX A TO
SECTION 3 WANT SOR
DATED 17 JUN 21**

REVISED PROJECTED STATEMENT OF TRAINED REQUIREMENT (SOTR) FIGURES FOR FT OUT TO TY 2023/24

Serial	Course Type (Days ¹³)	Students per Course	Courses (per annum)	Total Places (Per annum)	MTDs	Instructor Periods per course ¹⁴	Periods per annum	Comments
B1	Falcon Systems Manager Land (20)	16	2	32	640	360	720	Industry - Deliverable solution.
B2	Falcon Systems Engineer Land (22)	16	8	128	2816	630	5,040	
B3	Falcon Key Fill Manager (1)	4	9	36	36	9	81	12 x places RAF assigned, Industry facilities – Authority deliver
B4	Falcon Air Engineer/Manager Air FREA - (30)	16	4	64	1920	774	3,096	Rationalisation possible in due course
B5	FEEC User (Gen) (5)	8	10	80	400	90	900	Industry - Deliverable solution.
B6	FEEC – Air (3)	8	5	40	120	54	270	
B6	Army Reserve Part 1 (8)	8	2	16	128	144	288	
B7	Army Reserve Part 2 (8)	8	2	16	128	144	288	
Total	Site Totals			176	5868		10,683	

¹³ All courses based on 9 period days bar Falcon Installation testing which is a fully military delivered solution @10 periods per day.

¹⁴ Noting in some instances, there can be up to four instructors required to deliver a single period type.

PERFORMANCE MANAGEMENT FRAMEWORK AND KEY PERFORMANCE INDICATORS(KPI)¹⁵

1. As part of the Authority's continuous drive to improve the performance of all Contractors, this Performance Management Framework (PMF) will be used to monitor measure and control all aspects of the Contractor's performance of contract responsibilities.
2. The PMF purpose is to set out the obligations on the Contractor, to outline how the Contractors performance will be evaluated and to detail the remedies in the event of a performance failure.
3. Performance management indicators for the Contractor will be listed under the following categories where applicable:
 - a. Contract Management
 - b. Delivery and support
 - c. Quality of Service
 - d. Cost
 - e. Continuous Improvement.
4. The above categories are consistent within all Contract awards allowing the Authority to monitor the Contractor's performance at both individual contract level and at enterprise level with the individual Contractor.

Management of the PMF

5. The Contractor shall detail performance against KPI's in the Monthly and Quarterly, and Reports.
6. KPI's shall be monitored on a regular basis and shall form part of the contract performance review. Performance of KPI's will be reported monthly, quarterly and annually.
7. Any performance issues highlighted in these reports will be addressed by the Contractor, who shall be required to provide an improvement plan ("Remediation Plan") to address all issues highlighted within a week of the Authority request.
8. Performance failure by the Contractor may result in administrative costs to the Authority. Where failure attributable to the Contractor is identified in the Performance Management Report and relates to the KPI's then the service credit regime shall apply.

¹⁵ To be reviewed annually.

9. KPIs are essential in order to align the Contractor's performance with the requirements of the Authority and to do so in a fair and practical way. As such, KPIs must define levels of performance against published requirements and must not, in and of themselves, introduce or seek to introduce new requirements. KPIs must be realistic and achievable; they also have to be met – failure to do so implies that the service is failing to deliver. Without the use of service credits in such a situation, this service failure could place strain on the relationship where the delivery falls short of agreed levels.
10. The use of a strong service credit regime accompanied by a proactive approach to correcting failures and addressing their cause improves the relationship and enables a partnership rather than a confrontational style of working. Its focus is on managing and improving service. It is NOT about taking cost out of the service to the Authority.
11. KPIs are set out below.
12. KPIs will be monitored and will form part of the contract performance review.
13. Where a KPI has a percentage measure the Contractor's performance will be rounded up or down to the nearest whole number.
14. KPIs are to be agreed and finalised before contract signature and will be confirmed under contract Terms and Conditions.
15. Where a Red Status is awarded or where directed under a specific Amber Service Credit, the Contractor shall produce as Remediation Plan, detailing the measures that the Contractor will undertake to rectify this failure as well as any measures to be introduced to prevent this failure from occurring in the future. Measures proposed may include introduction of new KPIs.

Service Credits/Remedies

16. The use of Service Credits is governed by the following principles:
 - a. Service Credits sit within the wider service management approach being pursued by the Contractor and the Authority. The use of Service Credits does not prejudice the rights of either party under appropriate clauses of the contract in the event of inadequate performance by the other party.
 - b. The Service Credit regime would be instigated on each occasion where there is a service failure (i.e. where a KPI is identified as having a 'Red/Amber status'). This may also give rise to a Remediation Plan.
 - c. The Authority has full and complete discretion on whether to claim all, part or none of a Service Credit to which it is due.
 - d. Service Credits claimed will be applied to the subsequent invoice as a credit note.
 - e. Service Credits awarded to the Authority shall be held in abeyance until such times as the Contractor has achieved Green performance for two successive

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Measurement Periods at which time the Service Credits shall be reimbursed to the Contractor in the next monthly payment.

- f. Any Service Credits outstanding at the end of the contract period shall be forfeit to the Authority.
- g. The full, agreed Service Credit regime shall operate from the start of Contract (1 January 2022) until the end of the Contract Period (30 June 2024).
- h. The Service Credits defined below are percentages of the Training Delivery monthly payment.

17. Service credits will be applied as follows:

- a. **Service Credit 1: KPI 1** For inadequate performance relating to KPI 1 the following Service Credits will apply:
 - 1. For an amber rating the Contractor will issue a Service Credit of 0.5% against the next monthly payment.
 - 2. For a red rating the Contractor shall issue a Service Credit of 1% against the next monthly payment.
- b. **Service Credit 2a: KPI 2a.** For inadequate performance relating to KPI 2, the following Service Credits will apply:
 - 1. For an “amber” rating the Contractor shall issue a Service Credit of 0.5% against the next monthly payment.
 - 2. For a “red” rating the Contractor, in addition to producing a remediation plan, shall issue a service credit of 1% against the next monthly payment.
- c. **Service Credit 2b: KPI 2b.** For inadequate performance relating to KPI 2, the following Service Credits will apply:
 - 1. For an “amber” rating the Contractor shall issue a Service Credit of 0.5% against the next monthly payment.
 - 2. For a “red” rating the Contractor, in addition to producing a remediation plan, shall issue a service credit of 1% against the next monthly payment.
- d. **Service Credit 3: KPI 3.** For inadequate performance relating to KPI 3, the following Service Credit will apply:
 - 1. For an amber rating the Contractor will issues a Service Credit of 0.5% against the next monthly payment.
 - 2. For a red rating the Contractor, in addition to producing a remediation plan, will issues a Service Credit of 1% against the next monthly payment.

Suspension of KPIs

18. Section 3 paragraph 7 of the SoR allows the Authority to “vary the periods allocated to the Contractor by $\pm 10\%$ to meet any change to the SOTR within the contracted resource type and scope.
19. Should such a variation be introduced, KPIs 2a, 2b and 3 shall be suspended until such times as periods allocated to the contractor are restored to within the normal bounds.

Metric	KPI	What is required to make this measurable	KPI Measurement	KPI Rating	Metric	KPI
Contract Management	KPI – 1 Reports ➤ Service Credit 1 applies to this KPI	This KPI is intended to measure the reporting provided for the meetings defined in SoR section 3 paragraph 4b i.e. for the Quarterly Training Contract Review (QTCR) In the absence of an explicit requirement for such reports in the body of this SoR this KPI represents a requirement to provide a written report in advance of each QTCR.	Each QTCR written report shall be issued no later than 5 working days before the related meeting.	Report due in Measurement Period not produced.	Report due in Measurement Period not produced on time.	Reports due in Measurement Period produced on time.

Metric	KPI	What is required to make this measurable	KPI Measurement	KPI Rating	Metric	KPI
Delivery and Support	KPI – 2a The Contractor shall provide support to the IS solution for Set-up and configuration of FMS classrooms. ➤ Service Credit 2a applies to this KPI	This KPI is intended to measure performance against the FMS Level 2+ support requirement in SoR Section 2 paragraphs 14 d1 and 18. “(1) Set-up and configuration of FMS classrooms.” “The Contractor must ensure the FMS in the WFTE classrooms is maintained to meet the training requirement during the delivery of assigned WANT courses”	Course delays or cancellations shall be within the limits prescribed herein.	More than one (1) course during the Measurement Period cancelled due to the unavailability of Contractor technical support staff	More than one (1) course in the Measurement Period delayed due to the unavailability of Contractor technical support staff	All Course(s) in the Measurement Period delivered as planned

Metric	KPI	What is required to make this measurable	KPI Measurement	KPI Rating	Metric	KPI
	KPI – 2b The Contractor shall provide competent staff to provide Local IS Level 2 Support in order to undertake corrective maintenance. ➤ Service Credit 2b applies to this KPI	This KPI is intended to measure performance against the Local IS Level 2 support requirement in SoR Section 2 paragraph 14b (4) “Respond to and resolve technical issues and fault occurrences to ensure loss of training time is minimised and restore the solution to a fully operational state within 24 hours.”	Issue resolution or escalation to Level 3 Support shall be within the limits prescribed herein.	More than three (3) recorded issues arising during the Measurement Period exceed 24 hours (excluding non-working days) before being resolved or escalated to 3 rd Line Support.	More than two (2) recorded issues arising during the Measurement Period exceed 24 hours (excluding non-working days) before being resolved or escalated to 3 rd Line Support.	All recorded issues arising during the Measurement Period resolved or escalated to 3 rd Line Support within 24 working hours (excluding non-working days).

Metric	KPI	What is required to make this measurable	KPI Measurement	KPI Rating	Metric	KPI
Delivery and Support	<p>KPI – 3</p> <p>The Contractor shall install FMS software provided by the Authority to enable the Authority to deliver FMS electronic classrooms.</p> <p>➤ Service Credit 3 applies to this KPI</p>	<p>This KPI is intended to measure performance against the installed FMS software-currency requirements in SoR Section 2 paragraph 10..</p> <p>“...any [FMS] updates to the fleet must be mirrored in the training fleet at an appropriate time.....”</p> <p>Any and all FMS updates will be provided by the Authority to the Contractor for deployment within the training capability.</p>	<p>At the time of course delivery, the training equipment to be used for that course shall reflect the current “Qualifying FMS software”.</p> <p>“Qualifying FMS software” is software which was provided to the Contractor 20 working days or more in advance of commencement of the course(s) being measured.</p>	More than two (2) courses in the Measurement Period run without current Qualifying FMS software.	More than one (1) course in the Measurement Period run without current Qualifying FMS software.	All courses in the Measurement Period run with current Qualifying FMS software

**ANNEX C TO
SECTION 3 WANT SOR
DATED 17 JUN 21****INDICATIVE DSCIS SCHOOL WORKING DAY**

1. Indicative working days Mon to Fri for WANT Service inclusive of bank holidays at 11 (RSS) Sig Regt (Blandford Camp) school for instructional delivery are shown in the table below:

Table 1 – 11 (RSS) Sig Regt Working Day (Blandford Camp)

ROUTINE	Time
Technical Instruction (Morning)	0815 – 1220 hrs
Lunch	1220 – 1320 hrs
Technical Instruction	1320 – 1615 hrs (until 1530hrs on Friday)

SECTION 4 – DELIVERY OF WANT

Scope of Work

1. This section will address the Contractors relationship with the Authority in the delivery of WANT and covers the Contractor operating at Blandford Camp.

Delivery Management

2. The Authority, with advice from the Contractor, will provision and manage the WANT course plot and course programmes.
3. The Authority will collate all course statistics and course “take up” data.
4. Collation of INVAL/EXVAL and expedition of any WANT improvement in line with DSAT compliance will be the shared responsibility of the Authority and the Contractor.
5. The management of WANT issues inclusive of logging them and any TRA aspirations will be captured in a DSCIS Training Improvement meeting programme. The nominated DO is to assign responsibility for actions and is responsible for maintaining a current WANT training issues log.
6. The WANT Course Content and Governance Documentation Set will be owned by the Authority. The Contractor will support the upkeep and maintenance of the set ensuring with Course Design it is maintained to ensure DSAT compliance.
7. Continual updates and the implementation of changes to the WANT Course Content and Governance Documentation Set is owned by the Authority but supported and managed by the Contractor.

General and Fleet Management

8. The Authority is responsible for providing all functional serviceable Authority Green Fleet Equipment configured for all WANT events.
9. The Authority is responsible for providing suitable training scenarios for WANT events in line with available equipment.
10. During WANT events the Authority will provide suitable engineer support.
11. The Authority will provide PAT testing of all equipment including WFTE used for the WANT Service.

Administration

12. DSCIS Training Support are responsible for the following actions:
 - a. The creation and issue of WANT course Joining Instructions.
 - b. The loading of courses, student arrival certificates and duty of care process.
 - c. The collation, archiving and submission of course InVals.
 - d. The creation, collation & submission of WANT course completion certificates.

- e. The collation of exception reports and the Training Occurrence Report (TOccR) actions.

Security

- 13. The Authority will be responsible for the following actions:
 - a. The provision and control of all cryptographic material.
 - b. The provision and control of all crypto equipment.
 - c. The provision of suitable Key Fill for the training fleet and equipment.
 - d. The provision and undertaking of all Anti-Virus (AV) updates and AV Log harvesting on any Training Green Fleet equipment.
 - e. The provision of updated and accurate security guidance (SyOps).
 - f. The provision of compliant secure storage at/within any assigned training facilities.

Joint Delivery of Courses

14. Where there are instances of a training course being delivered by a mix of military instructors and Contractor staff, it must be accepted by both parties that the operational requirements of the Army and RAF may mean that the provision of suitably qualified military instructors could, on occasions, be disrupted. Reconciliation as to who is responsible if Performance Indicators (PIs) are not met:

- a. Where a course is jointly delivered, any failure to meet a PI must be the subject of an Internal Review Board (IRB) set up between the OC 3 (Harrogate) Sqn and an appropriate member of the Contractor's staff. The Terms of Reference (TORs) of the Board will be agreed between OC 3 (Harrogate) Sqn and the Contractor.
- b. In the event of a disagreement at the IRB that cannot be settled locally then these shall be referred to DSCIS J7.

Validation of Training

15. The Authority's accreditation and validation of the training will be managed by the Authority. The DSCIS training will validate each student's capability against the individual TOs by the end of the course. The Army and RAF training will be contextualised to each Service where appropriate and will assess all course TOs irrespective of Service. Additional and required external validation will be undertaken by the Authority as required.

Instructor Training and Education

16. The Contractor will be responsible for training their instructional staff and will not routinely need to seek authority to provide training. Due to the unique nature of military equipment, the Authority will provide any necessary bespoke training to Contractor Instructional staff to enable them to deliver training requirements on new equipment (and significant modifications to existing equipment) at no cost to the Contractor. In addition, where the Authority requires Contractor staff to undertake Authority provided training this may be delivered without cost to the

Contractor. Contractor Instructional training staff may also utilise any spare capacity on courses to develop or maintain their skills. All Authority provided training (including spare capacity) will be made available to the Contractor at the Authority's discretion and will be subject to the exigencies of the Authority.

Instructor Assessment

17. The Authority will monitor the competency of the Contractor's instructors as required and the Contractor shall have in place Quality Management Processes that checks instructor performance. All Contracted instructors must have attended the DTTT (Ph3). Further details can be found in JSP 822.

Course Training Packages

18. For all WANT courses DSCIS Course Design will be responsible for compiling the Course Training Package (CTP) from the Training Objectives (TO) provisioned by the WANT Defence Line of Development (DLOD): D Info.

19. DSCIS Course Design will work closely with the Contractor to incorporate the products produced by the Media Developers and any amendments and upgrades to the course material into the CTPs. Contractor Instructors and Military Instructors will provide SME advice to DSCIS Course Design and the Media Developers in the review and amendment of the CTPs as necessary.

Conduct of Field Training Exercises

20. If deemed a requirement, any confirmatory field training exercise for WANT training delivery is the responsibility of 11 (RSS) Sig Regt.

Student Duty of Care

21. **Blandford Camp.** The responsibility for Student Duty of Care and disciplinary matters lies with 11 (RSS) Sig Regt through the CofC.

OFSTED

22. The Contractor will be subject to the possibility of an OFSTED inspection. The Contractor shall support all requests from the military CofC to support the OFSTED inspection of WANT.

Disclosure and Barring Service (DBS)

23. All Contractor employees in contact with students on WANT must undergo the necessary DBS checks prior to the start of their employment. Any costs involved in conducting DBS checks are the responsibility of the Contractor.

Equality and Diversity

24. It is MOD policy¹⁶ that all Service and civilian personnel (including Civil Servants and Contractor staff), regardless of rank or grade, have a right to be treated with dignity. All personnel also have a responsibility to do all they can to ensure that the working environment is free from all forms of bullying and harassment and that the dignity of others is respected. The Contractor shall ensure that their staff are aware of and comply with the most recent MOD D&I policy.

Health and Safety

¹⁶ This policy is encapsulated in the MOD Unified Diversity Strategy issued in 2008.

- 25. The Authority will be responsible for Health and Safety compliance of training facilities.
- 26. The Authority will be liable for the Health and Safety of all training events.
- 27. All personnel involved with the delivery of WANT will comply with the respective Establishments SHEF Regulations.

Student Wellbeing.

- 28. The wellbeing and safety of students whilst under instruction in a training Establishment is covered in References A and F. It is beholden upon all in a position of authority to ensure the wellbeing and safety of those being trained.