CONTENTS

[1. PURPOSE 2](#_Toc453854384)

[2. background to the authority 2](#_Toc453854385)

[3. Background to requirement/OVERVIEW of requirement 2](#_Toc453854386)

[4. DEFINTIONS 3](#_Toc453854388)

[5. scope of requirement 3](#_Toc453854389)

[6. THE REQUIREMENT 4](#_Toc453854390)

[7. key milestones 5](#_Toc453854392)

[8. authority’s responsibilities 5](#_Toc453854394)

[9. reporting 5](#_Toc453854395)

[10. volumes 6](#_Toc453854396)

[11. continuous improvement 6](#_Toc453854398)

[12. Sustainability 6](#_Toc453854400)

[13. quality 6](#_Toc453854401)

[14. PRICE 6](#_Toc453854402)

[15. STAFF AND CUSTOMER SERVICE 6](#_Toc453854404)

[16. service levels and performance 6](#_Toc453854406)

[17. Security requirements 7](#_Toc453854407)

[18. intellectual property rights (ipr) 8](#_Toc453854408)

[19. payment 8](#_Toc453854409)

[20. Additional INFORMATION 8](#_Toc453854410)

[21. Location 8](#_Toc453854411)

APPENDIX 1 - Example annual requirement for roleplayers/actors for Assessment Centres............. 9

APPENDIX 2 – Expenses and Travel Arrangements ………………………..………………………….. 11

# PURPOSE

## The College of Policing use Assessment Centres as an integral part of its recruitment campaigns as well as other training that occasionally requires elements of roleplay/acting. For all of these types of roleplaying/training needs, the College requires a provider who can supply suitably experienced actors to participate in the roleplay activities.

## The purpose of this requirement is to identify a supplier who can provide suitable actors who will perform in various role-play scenarios’ in the Assessment Centre process and other ad-hoc requirements, thus allowing the college to provide exemplar training and assessments to identify potential candidates with the key competencies required for senior roles.

# background to the authority

## In December 2011 the Home Secretary announced her intention to create a police professional body to increase professionalism in policing. This led to the creation of the College of Policing (“The College”) which was formed as a company late in 2012. The College is the first body to focus solely on professionalising policing and acts in the public interest. It provides evidence-based services, primarily for police officers and staff.

## The College is focused on the Mission of Policing, ‘to prevent crime and to protect the public’ and everything it does supports those aims. The College’s aim is to improve policing and to work with academics and others to build a ‘what works’ evidence base, to be innovative and responsive, collaborating – not just within policing but also with other law enforcement agencies, academia, the private and third sectors.

# Background to requirement/OVERVIEW of requirement

## The College of Policing undertakes some major recruitment campaign/programs. The two major campaigns/programs involve two types of assessments that require actors, they are; ‘Fast Track’ and ‘Direct Entry’.

## The assessments contain interactive sections/exercises in which a role player or role players are required to interact with a candidate/candidates for a period of time.

## In addition, ad-hoc role-play/actor requirements arise through the year (e.g. other training etc.). The budget for the ad-hoc requirements will be sought as and when it is needed.

## The colleges existing commercial arrangements for provision of these roleplay/actor services is ending and the College of Policing is seeking a new vendor via this competition.

## The contribution of the roleplay sections to the provision of exemplar training and assessments is to identify potential leading candidates with the key competencies required for senior roles within the police service. This is a key component of the training the college provides.

## The candidates themselves benefit from being able to participate and act out ‘real-life’ training scenarios during training which enhances their learning and provides them with experience that will enhance their skillset.

## The college uses roleplay/actor resources as part of its training delivery service and is keen to ensure that its training is positively received by all trainees who attend and thus requires excellent service from all roleplay/actors who are engaged in provision.

# DEFINTIONS

|  |  |
| --- | --- |
| Expression or Acronym | Definition |
| Fast Track | means arrangements whereby bright/talented individuals can be fast tracked into specialist roles in the police force. |
| Direct Entry | means providing opportunities for talented experienced individuals from outside of the police force to join at a more senior level. |

# scope of requirement

* 1. The College of Policing is seeking a supplier to provide;

### Roleplay/actors to attend and perform in various (often challenging) training scenarios in the assessment centre Fast Track/Direct Entry programs at College of Policing training events in UK. (Current assessment centre planned requirements are specified in paragraph 6 below. For future years actor/roleplay Assessment Centres requirements, please see a typical envisaged annual programme requirement at Appendix 1).

### Roleplay/actors to also undertake various ad-hoc assignments (e.g. other training, filming etc.) that may arise and are required by the college for training/marketing etc. purposes at specified locations in UK.

## The duration of the supply agreement being sought is to begin on 1st August 2016 and run until 31st March 2019 with the option of an additional twelve months extension (for a full year period) at the sole discretion of the Authority.

## Annual numbers of actors and dates typically required for the assessment centre program are as table at Appendix 1.

## It is not possible to predict volumes or identify the ad-hoc engagements in advance as they arise as and when required. However, by way of indication of business, the college requisitioned three ad-hoc engagements in the last twelve months lasting 1-2 days for 1-2 actors, this would be broadly anticipated as the requirement scope to continue moving forwards.

## Any roleplay actors engaged in the provision of services that span more than one day will usually have the option of meals and accommodation being provided at the College of Policing site with on-site facilities (e.g. Ryton, Harperley Hall) where appropriate.

## The College of Policing will also reimburse legitimate claims for fair and reasonable expenditure incurred (see Annex 2 for details).

# THE REQUIREMENT

## The College of Policing requires an Agency to provide roleplay actors for the requirements as stated below.

## The College of Policing undertakes some major recruitment campaign/programs, the two major ones involve two types of assessments (Assessment Centre’s) that require actors, ‘Fast Track’ and ‘Direct Entry’.

## These assessments contain interactive exercises in which a role player or role players are required to interact with a candidate/candidates for a period of time.

## The role actors are required to participate in these interactive exercises so that the delegates are given the opportunity to treat the situation like it was real life.

## The role play scenarios may involve challenging/distressing topics/themes that are designed to simulate difficult subject matter (e.g. interviewing a rape victim).

## In addition, there will be further ad-hoc requirements for actors/roleplayers that are dependent upon undertaking other college training courses during the contract.

## These ad-hoc requirements may involve the need for specific types of roleplay actors (e.g. but not limited to different sex/gender, race/ethnicity, age, disability requirements).

## Occasionally the roleplay/acting role may also require some make-up enhancements (e.g. to simulate cuts/bruises, to enhance the appearance of a victim) that ideally would be applied by the actor/roleplayer themselves.

## For these ad-hoc requirements roleplay actors may be required to be filmed off site and therefore we need the supplier to provide confirmation of their public liability insurance.

## For all requirements, previous experience of acting/playing a police role/victim would be an advantage

## To make the interaction as standardised as possible in these interactive exercises the roleplay actors are provided with scripted lines (usually provided at least 14 days before the Assessment date) and some background information that they can draw from during the exercise itself to facilitate their role acting.

## Throughout, the aim of using roleplay actors is to make the exercises as realistic as possible while maintaining a high level of standardisation. This would mean that although roleplay actors would have set lines and background material to work from they would need to be flexible to deal with the interaction with the candidate, ie reacting to what the candidate says and does.

## It is anticipated that for Assessment Centres, final roleplay actor numbers will be confirmed at least four weeks in advance of the Assessment Centre, and, any other future ad-hoc requirements will be confirmed to similar timescales.

### The details regarding the Assessment Centre; roleplay actors required, numbers, location and planned dates (subject to amendment/revision) for the remainder of financial year 2016-17 are as below;

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Assessment Product | Number Required | Dates Required | Number of Days | Delivery Location |
| Senior PNAC & Senior Police Staff Filming | 2 | Aug-16 | 1 | Ryton |
| Senior PNAC & Senior Police Staff Assessment Centre Training Day | 8 | Nov 16 TBC | 1 | Ryton |
| Senior PNAC & Senior Police Staff Assessment Centre Intake 1 (For Partnership Exercise) | 3 | Assessment Centre DatesNov 16 TBC | 1 | Ryton |
| Senior PNAC & Senior Police Staff Assessment Centre Intake 2 (For Partnership Exercise) | 3 | Assessment Centre DatesNov 16 TBC | 1 | Ryton |
| Senior PNAC & Senior Police Staff Assessment Centre Intake 3 (For Partnership Exercise) | 3 | Assessment Centre DatesNov 16 TBC | 1 | Ryton |

### Future years programs of activity will be provided to the vendor when they are available (these are envisaged to be broadly similar to those at Appendix 1).

# key milestones

## Any appropriate milestones will be agreed with the appointed supplier. The supplier should ensure that they are available to meet to discuss the requirement, within ten working days of being appointed.

# authority’s responsibilities

## There are no specific responsibilities owned by the Authority which may affect the Potential Provider’s ability to deliver this requirement.

# reporting

## Not applicable to this requirement.

# volumes

## As per Appendix 1, typical required volume of actors and dates/numbers of engagement days is as per volumes contained therein.

## The volume for ad-hoc requirements cannot be guaranteed, however historic data shows that the college requisitioned three ad-hoc engagements in the last twelve months lasting 1-2 days for 1-2 actors.

# continuous improvement

## The Supplier will be expected to seek to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

## Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.

# Sustainability

## Roleplay/actors should be assigned to minimise travel/transport time/costs wherever possible.

# quality

## There are no Quality Accreditations appropriate to this requirement.

# PRICE

## Pricing should be based upon role actor Daily rates and Hourly rates, both inclusive of agency fees.

## Prices are to be submitted via Appendix E excluding VAT.

# STAFF AND CUSTOMER SERVICE

## The Authority requires the Potential Provider to provide a sufficient level of resources throughout the duration of the SO19095 Contract in order to consistently deliver a quality service to all Parties.

## Potential Provider’s staff assigned to the SO19095 Contract shall have the relevant qualifications and experience to deliver the Contract.

## The Potential Provider shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

# service levels and performance

## The Authority will measure the quality of the Supplier’s delivery by:

|  |  |  |  |
| --- | --- | --- | --- |
| KPI/SLA | Service Area | KPI/SLA description | Target |
| #1 | Quality | Roleplay actors’ ability to demonstrate a clear understanding of character requirements. | 100% assigned resources can demonstrate understanding |
| #2 | Quality | Roleplay actors’ attendance at all assignments is prompt (min 30 minutes prior to start). | 100% attendance required for all engagements |
| #3 | Performance | The agency should provide confirmation and full details of the roleplay actors who they have secured to participate in an assessment centre scheduled event ten working days prior to the engagement start date. | 99% notification and details received  |
| #4 | Performance | The agency should acknowledge requests for ad-hoc requirements within 48 hours. | 99% acknowledgement received |
| #5 | Delivery | Requirement for roleplay actors to sign a confidentiality agreement on an annual basis. | 100% sign-up required |
| #6 | Delivery | Requirement for roleplay actors to grant full permission (e.g. sign a media consent form) for their photographs, video and/or sound recordings to be to be captured and stored for use by the College of Policing in their media, images, video and sound recordings | 100% sign-up required |

## The Customer may terminate the Agreement at any time by giving notice in writing to the Supplier to take effect on any date falling at least 1 month (or, if the Agreement is less than 3 months in duration, at least 10 Working Days) later than the date of service of the relevant notice. Full details can be found in Appendix C – Terms and Conditions for Services, section 16.

# Security requirements

## The College of Policing requires the supplier to ensure all roleplay actors to be utilised have NPPV1 security clearance as standard. Responsibility for obtaining and paying any charges required to obtain NPPV1 clearance will sit with the supplier.

## All roleplay actors will be required to sign a confidentiality agreement on an annual basis.

## Scripts will be sent directly to the roleplay actors’ correspondence address 14 days prior to the Assessment Centre via Secure/Special Delivery. It is the responsibility of the roleplay to keep these materials secure until they are surrendered at the end of the roleplay actors’ engagement.

# intellectual property rights (ipr)

## Roleplay actors will be expected to grant full permission (e.g. sign a media consent form) for their photographs, video and/or sound recordings to be to be captured, stored for use by the College of Policing in their media, images, video and sound recordings; and, depending upon the nature of the engagement, these may be used in printed and electronic media for publications, e-learning, presentations, display and exhibitions both in the UK and worldwide.

# payment

## Payment process - Purchase order will be sent to the supplier with contract and work details. Once each section has been completed, invoices (referencing the purchase order number) should be sent to payables@college.pnn.police.uk.

## The payment term is 30 days.

## Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

## Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

# Additional INFORMATION

## N/A

# Location

## The services will be undertaken at various locations, including but not limited to;

* College of Policing, Leamington Road, Ryton-on-Dunsmore, Coventry CV8 3EN
* College of Policing Central House, Beckwith Knowle, Otley Road, Harrogate HG3 1UF

## For any ad-hoc requirements, the locations will be UK based (not necessarily at college sites) and confirmed at the time/when known.

##

## **APPENDIX 1**

## Example annual requirement for roleplayers/actors for Assessment Centres

|  |
| --- |
| **Selection and Assessment - Annual Role Player Requirements**  |
| **Assessment Product** | **Number Required** | **Envisaged Dates Required** | **Number of Days RequiredIncluding Training & Assessment Days** | **Delivery Location**  |
| Fast Track (Serving Constables) Pilot | 2 | TBC | 2 | Ryton |
| Fast Track (Serving Constables) Filming | 2 | TBC | 1 | Ryton |
| Fast Track (Serving Constables) Assessment Centre Training Day | 10 | TBC | 1 | Ryton |
| Fast Track (Serving Constables) Assessment Centre Intake 1 | 4 |  April | 3 | Ryton |
| Fast Track (Serving Constables) Assessment Centre Intake 2 | 4 | April/May | 3 | Ryton |
| Fast Track (Serving Constables) Assessment Centre Intake 3 | 4 | April/May | 3 | Ryton |
| Direct Entry (Superintendents) Pilot | 2 | April/May | 2 | Ryton |
| Direct Entry (Superintendents) Filming | 2 | May/June | 2 | Ryton |
| Direct Entry (Superintendents) Assessment Centre Training Day | 15 | TBC | 1 | Ryton |
| Direct Entry (Superintendents) Assessment Centre Intake 1 | 15 | June | 2 | Ryton |
| Direct Entry (Superintendents) Assessment Centre Intake 2 | 15 | June | 2 | Ryton |
| Direct Entry (Superintendents) Assessment Centre Intake 3 | 15 | June | 2 | Ryton |
| Direct Entry (Inspectors) Pilot | 2 | May/June | 2 | Ryton |
| Direct Entry (Inspectors) Filming | 2 | June/July | 2 | Ryton |
| Direct Entry (Inspectors) Assessment Centre Training Day  | 15 | TBC | 1 | Ryton  |
| Direct Entry (Inspectors) Assessment Centre Intake 1 | 15 | July | 2 | Ryton |
| Direct Entry (Inspectors) Assessment Centre Intake 2 | 15 | July | 2 | Ryton |
| Senior PNAC & Senior Police Staff Pilot | 2 | July | 2 | Ryton |
| Senior PNAC & Senior Police Staff Filming | 2 | August | 1 | Ryton |
| Senior PNAC & Senior Police Staff Assessment Centre Training Day | 8 | November | 1 | Ryton |
| Senior PNAC & Senior Police Staff Assessment Centre Intake 1 (For Partnership Exercise) | 3 | November | 1 | Ryton |
| Senior PNAC & Senior Police Staff Assessment Centre Intake 2 (For Partnership Exercise) | 3 | November | 1 | Ryton |
| Senior PNAC & Senior Police Staff Assessment Centre Intake 3 (For Partnership Exercise) | 3 | November | 1 | Ryton |
|   | **160** |   | **40** |   |

### \*Ryton: College of Policing, Leamington Road, Ryton-on-Dunsmore, Coventry CV8 3EN

## APPENDIX 2

## Expenses - travel & accommodation

## College of Policing will reimburse for fair and reasonable expenditure incurred for meals when travelling to and from the Assessment Process/engagements.

## As a guide the College of Policing will consider an amount of up to £7.50 for breakfast, £5.00 for lunch and up to £25 for evening meal as reasonable. Any claim exceeding these amounts will only be paid to the upper limit.

## The College of Policing will not pay claims for meals where a subsidised restaurant facility is available or where meals are provided free of charge.

## Appropriate receipts must be present with your invoice claim form for any expenses included and must be for food and non-alcoholic drinks only.

## Car travel – Those engaged by the College of Policing are entitled to claim a mileage allowance of 40p per mile for cars and 24p per mile for motor cycles from their home address, unless there is good reason for the College of Policing to pay mileage from a different location. Any tolls or ferry charges that have been reasonably incurred may also be claimed back if receipts are presented for reimbursement. Any penalty charges incurred by you whilst travelling cannot be claimed for.

## The College of Policing reserves the right to refuse to pay expenses if they are not justified or they do not match the criteria stated below.

## Rail travel - If there is a justifiable reason for travelling by rail to the Assessment site/assignment, this should be by standard class only. Copies of the rail ticket(s) purchased must be provided when seeking reimbursement.

## Air travel - If there is a justifiable reason for booking a flight to the Assessment site/assignment, the College of Policing will only pay expenses for economy class. The only exception is if it is more cost effective to travel in a different class. Budget airlines must be used as a priority. The only exception is if it more cost effective to use another airline. You must seek prior approval from the College of Policing before booking any flight.

## Travel by taxi - Taxi fares will be reimbursed for journeys where there is no other suitable means of public transport or if you will be carrying heavy luggage. Other modes of public transport must be used wherever possible. Taxi fares must be paid for by the individual and claimed back as part of your expenses.

## Appropriate receipts must be present when seeking reimbursement for any travel and expenses claim.

## Accommodation will normally be provided on-site at offices that have accommodation.

## Employees will normally be expected to travel daily for up to 90 minutes each way between their home and their destination.

## If overnight accommodation is required, please contact College of Policing who will advise. You must seek prior approval from the College of Policing before booking any accommodation.