

**MOD Commercial**

Tiers ditional services

701555471

Managed Learning Service

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Managed Learning Service

**BESPOKE COMMUNICATION, COACHING AND LEADERSHIP COURSE FOR ASOB HQ**

MARMYHQ2/XXXXX

Managed Learning This Contract is made

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

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

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

1. The Contractor shall provide the Services described in the Statement of Requirement, in accordance with the Conditions of Contract (as detailed in Framework Schedule 4 – Order Form and Call-Off Terms for the Managed Learning Service dated 4th July 2017 – to the Framework Agreement entered into between the Authority and the Supplier on RM3822), the firm prices attached and the Contractor’s Work Order (WO) reference PSGW01701 dated XXXXXXXX.

2. The Contract shall come into effect on XXXXX until 30th September 2024.

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

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

1. Work Order PSGW01701 dated XXXXXX 2021.

2. Statement of Requirements at Schedule 1

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

Document Title Her

### Index to Schedules

**SCHEDULE 1 STATEMENT OF REQUIREMENT**

**SCHEDULE 2 PRICING SCHEDULE**

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

**Schedule 1**

**Schedule of Requirement**

**Background**

Spec Inf forms a key part of the Army’s strategy through its delivery of persistent Defence Engagement (DE). Spec Inf Gp professionalises the Army’s commitment to Security Force Assistance (SFA) and Security Capacity Building (SCB) in areas where the threat is above the risk tolerance for current conventional forces. The capability will be optimised to operate ‘by, with and through’ discrete indigenous PF in high threat environments across the spectrum of capacity building activity, where persistence will be decisive and the operating profile frequently discrete. Spec Inf will develop into an operationally proven reference force that is appropriately structured, trained and equipped for its specific role in accordance with its Initial Operating Concept (IOC).

Spec Inf Gp have been directed to ‘lead the development of the Spec Inf concept and continue to mature the Spec Inf assessment and training pipeline’; and for Spec Inf Units to prepare for TA3E tasks with Partner Forces (PF). The two-day Coaching, Communication and Leadership (CCL) package ensures that Spec Inf personnel understand human communication at a higher level and are thus better prepared for their operational deployments. The CCL course enables team members to maximise their interaction with a PF in order to accelerate the learning process and relationship building. The content of the CCL course is not currently available in-service

**Course Outline/Content/Requirement**

**Output and Learning Objectives**

The purpose/learning outcome of the course is for Spec Inf operators to:

* Complete and understand an individual DISC (Dominance, Influence, Steadiness, Compliance) assessment and receive a bespoke and personalised DISC communication profile.
* Identify their own DISC communication bias and be able to recognise the predominant DISC communication styles in others.
* Explore DISC communication strengths & challenges and practice the art of adapting their communication style in order to build rapport, communicate effectively and positively influence the behaviours of others.
* Be exposed to several proven leadership tools and coaching techniques, further implemented into realistic Spec Inf scenarios; enabling the team members to optimise their learning experience and meet the coaching and training needs of their specific TA3E roles.
* Be equipped with a comprehensive and practically oriented set of coaching, mentoring, communication & leadership tools & techniques.
* Have access to entirely bespoke coaching, communication and leadership training which is entirely built on Spec Inf situational needs, rather than a ‘one size fits all’ training approach across the military.

**Requirement**

On current planning, there is a requirement for 8 x two-day CCL workshops/courses in each FY (or over two FY's depending on where the training pipeline falls) to prepare Spec Inf personnel on their 8-month (ROTO) training pipeline for operational deployments.

CTO 1.3.2.4 directs Spec Inf to engage in TA3E operations with, by and through PF. To accelerate communication, the learning process and relationship building between a PF and Spec Inf team members, the requirement of the course is for Spec Inf operators to:

* Complete and understand an individual DISC (Dominance, Influence, Steadiness, Compliance) assessment and receive a bespoke and personalised DISC communication profile.
* Identify their own DISC communication bias and be able to recognise the predominant DISC communication styles in others.
* Explore DISC communication strengths & challenges and practice the art of adapting their communication style in order to build rapport, communicate effectively and positively influence the behaviours of others.
* Be exposed to several proven leadership tools and coaching techniques, further implemented into realistic Spec Inf scenarios; enabling the team members to optimise their learning experience and meet the coaching and training needs of their specific TA3E roles.
* Be equipped with a comprehensive and practically oriented set of coaching, mentoring, communication & leadership tools & techniques.
* Have access to entirely bespoke coaching, communication and leadership training which is entirely built on Spec Inf situational needs, rather than a ‘one size fits all’ training approach across the military.

**Outline preferred delivery methodology**. The course is to be delivered F2F at (up to) five separate venues across Spec Inf Gp (at locations of individual units) or the Gp Trg Wing if a centralised delivery mechanism is selected. If required, and in light of COVID-19, the course is to be designed in such a way that it can be delivered online if, as and when required.

The customer will liaise with the training provider but will not provide any input into the delivery e.g. co-design/delivery, existing materials, Facilitation/Speakers, Programme sponsors, marketing.

The supplier, not the customer, will own the Intellectual Property Rights relating to the course and course provision.

**Schedule 2**

**Pricing Schedule**

**Commercials and Invoicing**

\*All costs are inclusive of expenses and exclude VAT

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Number of Trainers | Blended Day Rate  (£) | Expenses per trainer per day (£) | Number of Days to Deliver Objective | Total  (£) | Knowledgepool Service Fee (6.95%)  (£) |
| Design and other one-off costs | 2 |  |  | 40 |  |  |

|  |  |  |
| --- | --- | --- |
| Total Price to MOD (ex VAT) (£) | VAT  (£) | Total Price to MOD (inc. VAT) (£) |
|  |  | 162,735.12 |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Max. Delegates per cohort | Number of Trainers | Blended Day Rate  (£) | Expenses per trainer per day (£) | Number of Days per cohort | Total  (£) | Knowledgepool Service Fee (6.95%)  (£) |
| Delivery per cohort | 30 | 2 |  |  |  |  |  |

|  |  |  |
| --- | --- | --- |
| Total Price to MOD (ex VAT) (£) | VAT  (£) | Total Price to MOD (inc. VAT)  (£) |
|  |  |  |

Invoicing and Payment Terms:

Payment Terms:

Upon receipt of the Event Reference (CP&F Purchase Order number), **Business Checkmate Ltd** shall invoice Capita.

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

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

Next Steps:

Upon execution of the contract, the following would follow:

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

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

**Note:**

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

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

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

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

**DEFFORM 111 (Attached as Annex A to this document)**