



Ministry
of Defence

MOD Commercial

PSGW01398
Managed Learning Services Framework

CONTRACT: 700009467

**PROVISION OF MOD LANGUAGE
ASSESSMENT BOARD (MODLAB) FOREIGN
LANGUAGE ASSESSMENTS**

This Contract is made

BETWEEN (1) **HER BRITANNIC MAJESTY'S SECRETARY OF STATE FOR DEFENCE**, acting through the Director Commercial, Joint Forces Command, Defence Academy, Greenhill House, Shrivenham, SN6 8LA ("the Authority")

AND (2) **CAPITA BUSINESS SERVICES LIMITED**, 1st Floor, Reading Bridge House, George Street, Reading, RG1 8LS ("THE Contractor")

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 04 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 **SOW PSGW01398 dated 1 August 2020**.

2. The Contract shall come into effect on **1 August 2020 until 31 July 2022**.

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. All prices contained within this Contract exclude VAT.

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

1. Work Order/SOW reference **PSGW01398 dated 1 August 2020**.
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 04 July 2017 - to the Framework Agreement entered into between the Authority and the Supplier on RM3822)

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STATEMENT OF REQUIREMENT (SOR) FOR PROVISION OF MINISTRY OF DEFENCE (MOD) FOREIGN LANGUAGE ASSESSMENTS

1. The Defence Requirements Authority for Culture and Language (DRACL), hereafter referred to as the Authority, is seeking the provision of Foreign Language (FL) assessments. The purpose of the FL assessments is to act as a metric to objectively and systematically identify FL capability within UK Defence.
2. The MOD Language Assessment Board (MODLAB) formally assesses the proficiency of personnel, nominated by the Authority, in the skills of Listening, Speaking, Reading and Writing, in approximately 40 languages per annum against specific target levels: Level 1 - Survival, Level 2 - Functional, Level 3 - Professional and Level 4 - Expert¹. An indicative list of languages required is contained in Annex A to this Statement of Requirement (SOR). The list of languages is not exhaustive and will be adjusted to meet future requirements of the Authority.
3. It is essential that the provision of language assessments is completely independent from the provision of any language education/training delivery to the Authority. Any Contractor or their sub-contractors that are involved in the provision of language education/training delivery to the Authority must ensure that any conflict is avoided.

Requirement Overview

4. The Contractor shall provide comprehensive, professional assessment services that will assess the general language proficiency of MOD personnel (predominantly Service Personnel (SP)), in accordance with the latest [NATO Standardisation Agreement \(STANAG\) 6001](#) framework at the target levels 1-4. The requirement includes the development and delivery of assessments to approximately 400 candidates per annum.
5. In conjunction with the Authority, the Contractor will design, deliver, mark and moderate FL assessments reflecting military and political/social contexts. Assessments are required to determine the level of proficiency of the target language in each of the four skills (Listening, Speaking, Reading and Writing). This will result in a varied (jagged) Standardised Language Profile (SLP) for each assessment candidate. See paragraph 11f of this SOR for details of jagged SLPs.
6. All activity relating to the development, piloting and Authority-acceptance of assessment materials is to be completed by **11 Sep 20** with the delivery of the first assessment session expected to take place in **Oct 20**.
7. Currently FL assessments are held at MOD, Shrivenham, four times per year over a 5-day period as agreed with the Authority. There may, on occasion, be a requirement to provide assessments at other locations across the UK and, exceptionally, at Government or Military locations where UK personnel are based overseas². The Contractor shall be notified of any alternative locations prior to the assessments taking place. In addition to scheduled assessment sessions (currently four per annum), the Authority may have ad-hoc requirements to be met by the Contractor.
8. Any material developed, produced and delivered under this contract shall be Crown Copyright, become the property of the Authority and shall be returned to the Authority on request at any time during the contract. On expiry of the contract any material designed/developed in conjunction with the Authority's requirements shall be returned within 30 days. Time required to develop, update and correct materials is within the scope of the contract and shall not incur any additional cost to the Authority.

¹ Detailed description of each of the target levels can be found within the following link: [NATO Standardisation Agreement \(STANAG\) 6001](#)

² Overseas locations may include UK Embassies and Military Bases.

9. The Contractor and all individuals throughout the supply chain, shall maintain confidentiality of all Service Personnel data and any associated information, in accordance with the Data Protection Act 2018 and any other relevant Government information security requirements, while under contract and at anytime thereafter.
10. Accountability - rigorous quality assurance process, including the identification and correction of errors and continuous improvement, shall be evident throughout the contract period. This is particularly relevant to (but not limited to) the development of materials, delivery of assessments, business continuity and resilience, administration and management of the contract.

Detailed description of Specification

11. In addition, to that stipulated in the Requirement Overview the Contractor shall:
- a. Deliver FL assessments for approximately 400 candidates per annum. This number could rise or fall during the period of the contract; flexibility for additional assessments is required.
 - b. Provide fair, accurate, valid, reliable and credible FL assessments designed to assess proficiency Levels 1-4, in each of the four skills, in accordance with the latest version of NATO STANAG 6001. While the assessments are to assess general FL proficiency, elements of assessment delivery may be conducted in English³.
 - c. Provide authentic language assessment materials for the high-volume languages of Arabic, French, Russian and Spanish (a single Spanish assessment is required, with questions reflecting both Castilian and Latin American Spanish in parts).
 - d. Provide robust and fully auditable marking and moderation processes ensuring accuracy and the ability to identify and resolve issues and maintain impartiality and consistency across all assessments. Post-assessment processes shall include the notification of results to the Authority and to candidates (with accompanying documentation) following moderation.
 - e. Develop, pilot and maintain fair, accurate, valid, reliable and credible assessment materials, in consultation with the Authority, following an agreed development timetable and process. Assessment items should reflect a variety of topics with a military and international affairs flavour. Examples of topics⁴ which might be included, depending on the level of the assessment, are:
 - (1) Military operations, equipment and capability.
 - (2) International organisations and military alliances.
 - (3) Current affairs topics.
 - f. Provide assessments that are sufficiently flexible to establish an accurate SLP reflecting achievement in the four skills (eg SLP 3231 = Listening - 3, Speaking - 2, Reading - 3, Writing - 1⁵).
 - g. Ensure the security and integrity of all assessment materials.
 - h. Through liaison with the Authority, process all registrations, set assessment timetables and liaise with candidates where appropriate.
 - i. Deliver assessments covering all four skills (Listening, Speaking, Reading and Writing) over a suitable timeframe that is designed to optimise candidate performance.

³ To test a candidate's knowledge of the target language they may be expected to demonstrate their understanding by answering questions in English. This presupposes that they have at least the same level of English as their target language.

⁴ Weighting/percentage of each topic will be agreed on award of contract.

⁵ A jagged SLP represents the levels achieved by a candidate through the assessment eg Level 3-Listening, Level 2-Speaking, Level 3-Reading, Level 1-Writing = SLP 3231.

In accordance with the timescales specified in the Suppliers proposal and agreed with by the Authority.

j. Run fully auditable and reliable assessment marking and moderating processes, within the agreed timescale. Chair an external moderation board with formal representation by the Authority. Provide the Authority with a report from the internal moderation process one week in advance of the external board. **In accordance with the timescales and robust processes as specified in the Suppliers proposal and agreed with by the Authority**

k. Notify assessment results to the Authority and candidates within 30 working days, providing a consolidated result register to the Authority within 28 working days from the date of the assessment, and issue candidates' certificates, within 35 working days following each assessment session. **And in accordance with any other timescales specified in the Suppliers proposal as agreed with by the Authority.**

l. Keep records of all aspects of assessment design and delivery, to provide an audit trail in the event of subsequent questions, complaints or appeals. Such records should include details of contractor staff, invigilators, assessors and markers used for each session and each candidate. These records must be available at Moderation Boards, along with the Contractor's analysis of candidate feedback. They must also be made available to the Authority on request and be included in routine reports (see paragraph 11s below).

m. Appoint, train and monitor the performance of suitably qualified and experienced personnel as Assessors, ensuring that each Assessor understands the context of the requirement and the full detail of the assessment in advance of delivery.

n. Provide all assessment stationery (answer booklets, paper etc) required for candidates to undertake assessments.

o. Allocate a member of staff as the dedicated contract lead and Point of Contact (POC) to liaise with the Authority. In addition to the primary contact, a secondary contact must be nominated to ensure business continuity and resilience if the dedicated lead is unavailable (due to sickness, leave and/or any other absence).

p. Manage Reasonable Adjustments⁶ and Special Consideration⁷ processes, providing the appropriate policy and guidance for candidates.

q. Be responsible for any Contractor staff travel and day/night subsistence. All prices contained within the Pricing Schedule shall be inclusive of all associated travel and subsistence in the delivery of the requirement.

r. In conjunction with the Authority handle any complaints and/or appeals received by candidates or other parties, providing a response to the individual of the outcome of their complaint/appeal within 30 days of receipt.

s. Produce an annual report following the end of each assessment year (Apr-Mar), to be delivered to the Authority by no later than the end of May summarising:

(1) The key deliverables during the training year.

(2) Summary of feedback (from the Authority, candidates and Contractor staff).

(3) Lessons identified, and actions taken to improve assessment design, resolve issues including errors and improve delivery.

⁶ Reasonable adjustments are made in order to take into account the effect of a disability or other impediment to a candidate's performance. Adjustments are determined according to the particular needs of the candidate. An adjustment will only be approved if it does not give unfair advantage over other candidates. Appropriate supporting evidence must be provided.

⁷ A candidate may apply for special consideration if their performance in an external assessment is affected by circumstances beyond the control of the candidate, e.g. personal illness, temporary injury or bereavement, if alternative assessment arrangements agreed in advance proved inappropriate or inadequate or there was disruption to the assessment (undue noise levels in or near the assessment room, fire alarm, music, etc).

t. The purpose of the annual report will be to support continual improvement throughout the contract period.

u. Bidders are to offer a route to recognise levels of achievement and accreditation for their assessment against national/international standards or facilitate credit transfer for other qualifications⁸. OFQUAL accreditation is an example.

v. **Maintenance and Development of Assessment Materials:**

- (1) The Contractor shall develop, test/pilot and supply appropriate live, sample and reserve (if applicable) assessment materials to the Authority for final acceptance by **11 Sep 20**, to enable smooth assessment delivery in **Oct 20**.
- (2) Develop sufficient materials for the Authority-specified languages for the duration of the contract. Review and amend (where necessary) the materials regularly for accuracy, quality, authenticity and currency.
- (3) During the period of the contract, materials which are no longer required for current assessments shall be transferred to the Authority to be used as practice materials for candidates.

Proposed Method of Assessment Delivery

12. Bidders are required to offer a comprehensive solution to meet this requirement; demonstrating their proposed method/s for assessing proficiency in all four language skills, at STANAG 6001 levels 1-4. Proposals shall include a remote method of assessment to resolve cases where attendance at assessment sessions would otherwise not be possible. Remote assessment may include electronic methods of delivery provided that assessment integrity and security of materials is assured. Bidders may propose transitional plans for achieving alternative methods of delivery, while ensuring that the development of materials is ongoing from the date of contract award to enable delivery of assessments to take place from **Oct 20** onwards.

13. The Authority shall⁹:

- a. Specify the languages to be assessed, on a call-off per assessment session basis, as identified throughout the contract period.
- b. Process candidate applications, review and sift those applications and provide a provisional list of candidates and required languages for the contractor to deliver the assessments, 15 weeks prior to the start of the assessment session (-15wks).
- c. Issue joining instructions to candidates 12 weeks prior to the assessment session (-12wks).
- d. Provide a definitive list of candidates and required languages to the contractor 10 weeks prior to the assessment session (-10wks).
- e. Provide appropriate representation at setting boards, moderation boards and progress meetings.

⁸ Fees for other qualifications are the responsibility of individual candidates.

⁹ The timescales provided are indicative and will be reviewed by the Authority in conjunction with the Tenderers' responses on proposed alternative timescales and amended where the Authority accepts the alternative timescales proposed within the successful Tenderer's response, please see Annex B to this SOR.

f. Chair MODLAB/Contract monthly (unless otherwise agreed with the Authority) progress meetings and be responsible for issuing an agenda, a minimum of 1 week before the meeting.

g. Be responsible for the issue of any record of decisions/actions to be taken for issue to attendees by no later than 2 weeks after the meeting.

h. Provide the contractor with advice on military context, structure and organisations for the purposes of developing assessment materials.

i. Provide assessment rooms as Government Furnished Assets (GFA) at Authority locations both in the UK and overseas.

Target Audience

14. UK Defence and potentially other UK Government personnel and, in agreed cases, overseas military personnel.

Quality Assurance

15. The reputation and credibility of MODLAB assessments is directly affected by the level of quality assurance and control of the service and the assessment. In conjunction with the Authority, the standard of the assessments will be aligned with the current and future editions of NATO STANAG 6001. There is a requirement for quality assurance of all aspects of assessment development, review, updating and delivery, (including administrative process) to be monitored and effectively managed by the Contractor throughout the period of the contract.

Security

16. The Contractor will take all necessary measures to ensure its personnel and its Sub-Contractors' personnel (which includes contracted individuals such as FL Assessors) observe and abide by prevailing security directives during their time on any Authority premises/sites. Contractor and Sub-Contractors' personnel must not discuss the assessments, candidate details and/or any other Authority or Authority site-related information with any external individuals, agencies or organisations, and must not post any such information on social media. All personnel must comply with The Data Protection Act 2018. Any suspicious circumstances must be reported to the Authority immediately.

Compliance with this paragraph is mandatory.

17. The Contractor is responsible for providing the DRACL Assessments Officer with details of all Contractor staff (including Sub-Contractor staff) and Assessors required to attend any Authority establishments a minimum of 2 weeks prior to assessment week (unless instructed otherwise by the Authority), with the following information:

- Surname
- Forename
- Nationality
- Dual Nationality (if held)
- Date of arrival
- Expected Date of Departure

18. For urgent, last minute requirements, the Contractor will provide as much notice as possible prior to the individual arriving on site.

18.1 In providing access to any Authority establishment the Authority reserves the right to search individuals or their belongings prior to granting access to sites where security requirements are heightened. Refusal of any search by any Contractor staff may result in access being denied.

18.2 The Authority may, at its absolute discretion, issue security passes to Representatives who are approved by it for admission into an Establishment. Security

passes shall be issued either as 'escorted/red' or 'unescorted/green' and a Representative shall not be admitted unescorted unless in possession of the correct type of pass. All Authority-issued security passes shall remain the property of the Authority and shall be surrendered on demand or on completion of the Services. Any Representative who does not have the required security clearance may be issued with a temporary escorted/red security pass. These personnel **MUST BE ESCORTED AT ALL TIMES**. For the avoidance of doubt, this includes ALL activities within the Establishment including comfort breaks and lunchtimes. The Authority reserves the right to limit or exclude any Contractor staff and/or any of the Contractor's Representatives access to the Establishment (in whole or in part) at any time.

Added Value

19. Bidders are to propose a separate costed option for the development of Level 1 (Survival) assessment materials. The Authority may deliver, mark and moderate these Level 1 assessments, however a separate costed option for the rendering (if applicable) of these materials should also be proposed.

20. Bidders are to propose a separate costed option for assessing against civilian standards for languages, specifically the Common European Framework of Reference (CEFR).

21. Bidders are to provide a costed option for the provision of individual performance feedback for each candidate.

Cyber Essentials Certification

22. Cyber Essentials Certification is a mandatory requirement for all contracts which include the transfer of "MOD Identifiable Information". The security of information is an obligation throughout the supply chain (**contractors and any sub-contractors**). A cyber risk assessment has been completed and the requirement has been identified as having a '**Low**' risk level. Please refer to the terms and conditions of contract for details regarding compliance.

Contract Management and Exit

23. To ensure the integrity of FL assessments and the reputation of MODLAB delivery, all parties (Authority, Contractor and any Sub-Contractors) must understand their responsibilities under the contract and ensure that they are fulfilled in accordance with agreed timescales and standards. Robust contract management and monitoring by the Authority and contracting parties will therefore be implemented and followed from the outset. **The Contractor as part of the Contract will provide appropriate management and monitoring processes, for agreement with the Authority. In delivering against the requirement the Contractor must follow their Business Continuity and Resilience plans, and demonstrate Risk Management, Quality Assurance, Issue Resolution and Continuous Improvement throughout the contract period.**

24. These processes and plans shall include, but shall not be limited to:

- a. The appointment of dedicated Contractor and Sub-Contractor lead POCs, plus nominated secondary POCs to ensure business continuity and resilience, issue resolution and continual delivery of assessments.
- b. Monthly progress meetings between all contracting parties.
- c. The Contractor and Sub-Contractor shall review and manage the ongoing delivery of the contract; communicate risks, issues, concerns and delays to the Authority as soon as they are known, allowing enough time for mitigation to ensure smooth delivery. They shall monitor target dates, agreed deadlines and ensure that Quality Assurance and Continuous Improvement are applied throughout the contract period.

- d. Assessment materials shall be handed over to the Authority following the moderation of the final assessment session under the contract within 30 working days.

Payment for Assessment Delivery

25. Payment for the delivery of assessments shall be as per the paragraphs below. Indicative timescales have been included. **In accordance with the timescales specified in the Suppliers proposal and agreed with by the Authority.**

a. Following satisfactory delivery of assessments to the specified candidates, in the specified languages on the specified dates - 80% of the contract assessment delivery price will be processed by the Authority following the assessment session. **Payment will be withheld for cases of non-delivery of assessment/s due to the non-availability of a suitably qualified and experienced Assessor, trained on the specific service (see paragraph 11m above), on the agreed assessment date.**

b. Payment for the development of assessment materials will be made to the Contractor following formal Authority acceptance of the materials. **Payment for development of materials will be withheld in cases of non-delivery of any assessment due to the non-availability of related assessment materials.**

c. Following robust, satisfactory marking and moderation process, which demonstrated fair and impartial establishment of results; the receipt of a consolidated list of these results by the Authority (no later than 28 working days after assessment date) and the issue of the results to Candidates (no later than 30 working days after assessment) along with appropriate certification (no later than 35 working days after assessment) - the final 20% of the contract assessment delivery price will be processed by the Authority. **In accordance with the timescales specified in the Suppliers proposal and agreed with by the Authority.**

Service Credits

26. Service Credits (See table 2 of Annex D to Schedule 1) may be applied in cases where the Contractor or Sub-Contractor fails to meet the agreed level of service in any aspect of the contract including: contract management; contract deliverables; administration; quality assurance; issue resolution and/or continuous improvement processes. An example of when service credits may apply would be: if Authority-directed changes/improvements are not carried out by the Contractor of

Sub-Contractor without legitimate, clearly explained and previously agreed (with the Authority) circumstances and/or revised timescales. Such instances could result in a Service Credit of 2-10% being applied to the management fee until the problem has been resolved to the satisfaction of the Authority. Payment of 100% of the management fee will resume on satisfactory resolution of the problem.

COVID

27. **In addition to the Customer Specification Schedule 1. The Contractor is to provide (within 30 days of contract award) and or note the following:**

a. The Contractor must provide details on how they will deliver any face to face element of the requirement taking into consideration the latest Governments guidance on COVID-19. To include how they will effectively deliver the requirement and deliverables considering the health and safety of all participants of the Contractor and Authority staff.

b. The Contractor must include a risk register identifying the risks and how they will be mitigated, in addition, sight of a business continuity plan addressing the current COVID-19 situation.

c. The Authority will complete its own risk assessment, detailing where during the delivery of the contract the Contractors and Authority personnel may contravene

the latest Public Health England direction. For example, not being able to observe the 2M distance between Contractor staff and Authority personnel.

- d. The Authority recommends that if, during the delivery of any face to face elements of the contract, if any staff develop COVID-19 symptoms they must follow the latest isolation and medical guidance in accordance with the latest Public Health England direction and inform the Authority immediately.
- e. The Contractor is to provide the level of staff support for each session as agreed with the Authority prior to each session delivery date. It is the Contractors responsibility to ensure the level of personnel is in accordance with this requirement.
- f. If individual Contractor personnel become unavailable prior to delivery or during contract delivery. It is the responsibility of the Contractor to backfill each individual in a timely manner. If prior to any assessments taking place, Contractor personnel become unavailable they are to be replaced prior to the commencement of any assessments.
- g. If unavailability occurs during contract delivery, the Contractor must replace the individual within 24 hours of being notified of each individual being unable to attend (for example having to isolate due to COVID-19 symptoms). If the individual is unable to be replaced, and the element affected not delivered, the Authority will not be liable for payment of this element.

I

INDICATIVE LIST OF LANGUAGES TO BE ASSESSED

Candidates for language exams come from two routes:

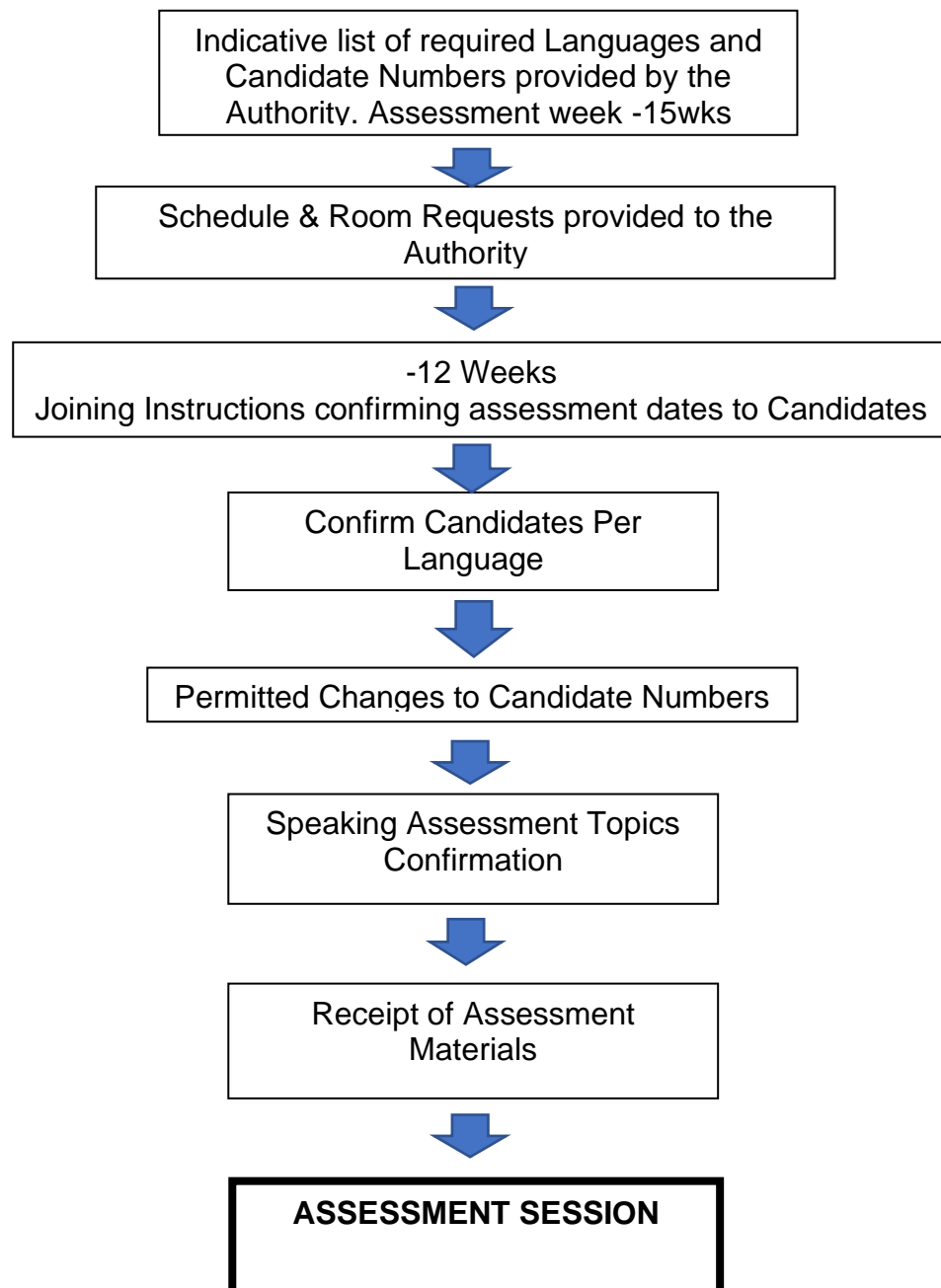
1. Personnel undergoing formal training as defined by the Training Requirements Authority;
2. Independent candidates who are not undergoing formal training but have a declared language capability that require assessment for Defence needs.

The following languages may be considered:

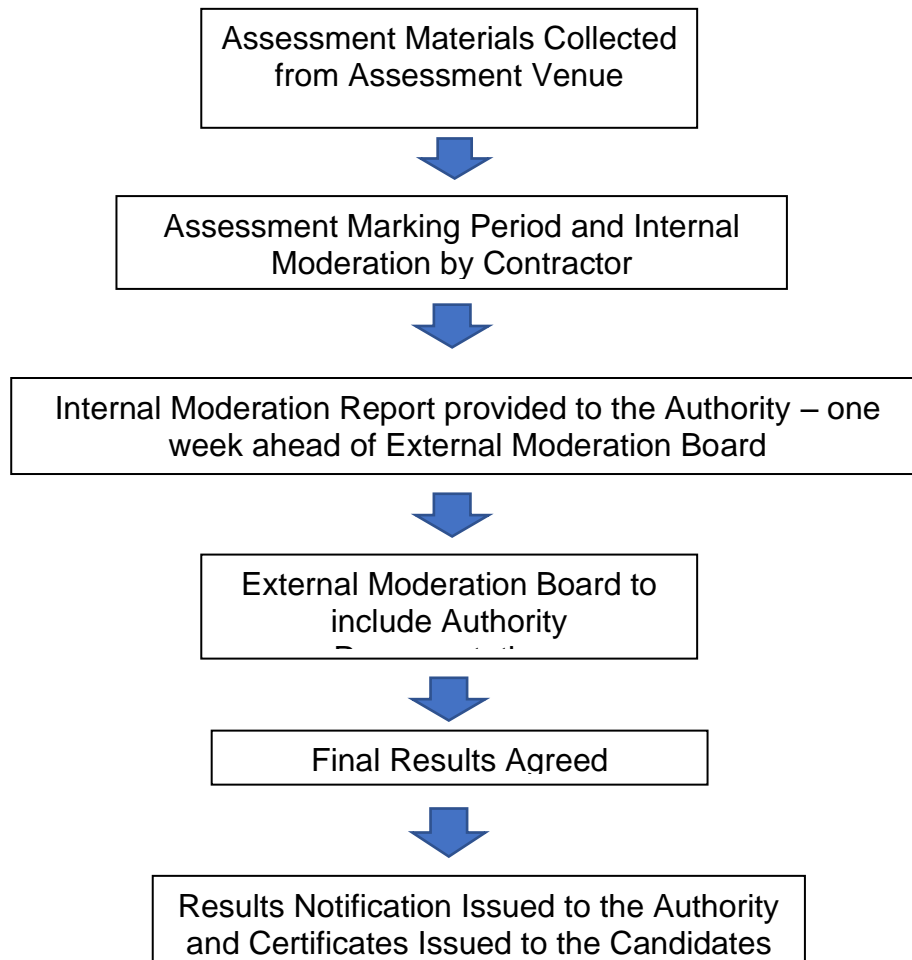
Language	
AFRIKAANS	JAPANESE
ALBANIAN	KOREAN
AMHARIC	KURDISH
ARABIC (MSA and other dialectes)	LATVIAN
BALUCHI	LITHUANIAN
BENGALI	MACEDONIAN
BOSNIAN	MALAY
BULGARIAN	NEPALI
BURMESE	NORWEGIAN
CHINESE (CANTONESE)	PASHTO
CHINESE (MANDARIN)	POLISH
CROATIAN	PORTUGUESE
CZECH	PUNJABI
DANISH	ROMANIAN
DARI	RUSSIAN
DUTCH	SERBIAN
ESTONIAN	SERBO-CROAT
FARSI	SLOVAKIAN
FINNISH	SLOVENIAN
FRENCH	SOMALI
GEORGIAN	SPANISH (Castilian and Latin)
GERMAN	SWAHILI
GREEK	SWEDISH
HEBREW	THAI
HINDI	TURKISH
HUNGARIAN	UKRANIAN
ICELANDIC	URDU
INDONESIAN	VIETNAMESE
ITALIAN	

MODLAB Delivery Process. And in accordance with any other timescales specified in the Suppliers proposal as agreed with by the Authority.

Pre-Assessment



Post-Assessment



Key Performance Indicators (KPIs) and Performance Management

1. The Contractor's performance of the Contract shall be monitored and measured by the Authority using the agreed Key Performance indicators (KPIs) for delivery and identification of issues that may prevent achievement of the agreed timescales and/or standards. Indicative timescales have been included.
2. Throughout the contract period, the Authority and the Contractor shall review and agree Performance Standards in relation to the delivery of the requirement. Any amendments to the Performance Standards agreed as a result of such review shall be applied with effect from such date as the Authority and the Contractor may agree. If no formal contract amendment is agreed, the Performance Standards as set out in Table 2 as last amended shall continue to apply.
3. The Contractor's provision of the Services shall be measured against the Performance Standards, as set out in Table 2 below.
 - a. The Contractor shall pay Service Credits to the Authority where its performance of the Services fails to meet the Performance Standards as detailed in Table 2 below except to the extent that such failure was caused by any wrongful or negligent act or omission of the Authority or by Force Majeure.
 - b. If the Contractor fails to provide the Services in accordance with the Performance Standards the Contractor shall (as soon as reasonably practicable in the circumstances) arrange all such additional resources as are reasonably necessary to perform the Services in accordance with all Performance Standards as early as practicable thereafter and at no additional charge to the Authority.
 - c. The provisions of this Annex D shall not apply to an affected Service in the following circumstances:
 - (1) where the Service failure was caused by the Contractor's compliance with the Authority's instructions or
 - (2) where the service failure is covered by a Force Majeure Event (See RM3822), or wrongful or negligent act or omission by the Authority.
 - d. The Contractor acknowledges and agrees that the acceptance by the Authority of any Future Services as Services is conditional on the parties having previously agreed Performance Standards (where relevant) in respect of all existing Services.

SERVICE CREDIT SCHEME

Purpose

1. This section describes the mechanism by which Service Credits may be incurred/attracted by the Contractor and applied to the Management Fee for non-achievement of the agreed Service Levels relating to the relevant Services.
2. The Service Measure, Target, Service Credit Period and Service Credit as a Percentage of the Charges are detailed in Table 2.

Principles

3. The principle behind this Service Credit Scheme is to minimise the risk of, draw attention to and encourage the prevention of consistent poor performance by the Contractor to deliver, having been afforded the opportunity to take remedial action.

Application of Service Credits

4. A Service Credit will apply to failure by the Contractor to meet a Service Level specified in this Service Credit Scheme (as amended and updated from time to time by the Authority) and designated to be eligible for a Service Credit in accordance with this Schedule.
5. Poor performance or failure to meet agreed standards for the period/s described in paragraph 10 (Tables 1&2), resulting in business impact as described in paragraph 11 will result in the application of a Service Credit that will be determined by the priority level allocated to it by the Authority.
6. The Service Credits will be calculated for each Service Level, and the total shall determine the total Service Credit for the quarter.
7. To meet its changing business demands the Authority may:
 - a) Review the allocation of the Service Credits applied against Service Levels at alternate meetings of the monthly review meetings. Following such review and with the agreement of the Contractor, the Authority shall be entitled, by giving not less than thirty (30) days written notice, to change the Target for the Service Level and/or set new Service Credit percentages against Service Levels, following and subject always to a maximum of one annual review on the contract anniversary.
 - b) Changes, as detailed in paragraph a) above, and additional services/applications will be added through the normal Change Management Procedures. Similarly, services/applications may be removed from the Schedule in the same way.
 - c) Changes in the service Charge will be applicable immediately following the expiry of the notice.

Deduction of Service credits from the Monthly Management Fee

8. The Contractor will assess the total Service Credits due in respect of each monthly Management Fee and shall apply such Service Credits against the invoice for the specified period as detailed in Table 2.
9. Performance shall be reported by the Contractor each month in the Service Management Report delivered at the Monthly Progress Meetings against each of the measures in Table 2.

10. Table 1 below lists the levels of priority based upon business impact of failure to meet the agreed service levels/KPIs. depending on the priority level allocated to the below KPIs will have an impact on the service credit applicable.

Table 1 – Priority Levels

	Priority	Service Credit %
High business impact	Priority 1	10
Medium business impact	Priority 2	5
Low business impact	Priority 3	2

Business Impact Levels are defined in paragraph 11 below.

Table 2 -Service Level/KPI

Service Level/KPI	Timescales	Target (%)	Priority Level (1-3)	Service Credit Period (in months)
1. NATO STANAG 6001 – In consultation with the Authority and its affiliates, the Contractor shall ensure that all assessment materials adhere to the standards set in the latest edition of NATO STANAG 6001.	By 11 Sep 20, continuing throughout the period of the contract.	100%	1	Until NATO STANAG 6001 adherence is achieved.
2. Development of Assessment Materials: a. Final Authority agreement/acceptance of the assessment materials for the first assessment session under this contract in Oct 20. b. Final Authority agreement/acceptance of assessment materials for all other assessment sessions throughout the contract period.	By 11 Sep 20 By no later than 2 clear weeks prior to agreed assessment session date	100% 100%	1 1	For the period until the Authority has accepted the materials and the assessment session is able to proceed.
3. Setting Boards – The Contractor shall chair assessment paper Setting Boards, which will agree on fair, accurate, valid, reliable and credible assessment materials.	Any issues identified with the materials shall be rectified and presented again within 10 working days.	98%	1	Until the matter is resolved. Unless the issue results in a delay to any agreed assessment delivery dates. If the delivery of assessment is delayed the Service Credit described at KPI 2 will also apply.

4. Security of Authority information and assessment materials	Throughout the period of the contract.	100%	1	Depending on the severity of the security breach, as a minimum the Service Credit will apply until the issue is resolved to the satisfaction of the Authority.
5. Delivery of all assessments - in agreed languages to the agreed number of candidates for each language and on the agreed dates.		100%	1	For the period until all agreed assessments have been delivered. Despite any payment withheld for assessment materials that have not been finalised.
6. Availability of assessors - For the scheduled assessment session – contract payment, commensurate with the delivery of each assessment, will be withheld in cases of non-delivery due to non-availability of a suitably qualified assessor, trained in assessing against NATO STANAG 6001.	Assessors must be available on each agreed assessment delivery date throughout the contract period.	100%	1	As above
7. Moderation Boards - The Contractor shall chair Moderation Boards with Authority consultation; ensuring timelines for the issuing of results are met.	Moderation Board to take place, list of results to be issued to and verified by the Authority within 30 working days of the assessment session.	100%	1	Maximum Service Credit amount will apply for occasion where moderation board does not take place, unless otherwise agreed with the Authority. The Service Credit will apply until it takes place.
8. Results / Certification - The Contractor shall issue results and certification to candidates	No later than 35 working days after completion of	98%	2	For the period until all candidates have

	the assessment session.			received their results and appropriate certification
<p>9. Contractor PM / CM presence at regular progress meetings - The Contract / Project Manager shall attend monthly progress meetings with the Authority and Sub-Contractor at MOD, Shrivenham (unless otherwise agreed by the Authority) to ensure smooth contract delivery.</p> <p>The Contractor will keep The Authority informed of all new risks, issues and concerns as they occur throughout the contract period.</p>	Monthly – dates to be agreed by all parties.	90%	3	Service Credit will apply for the period of non-attendance.
<p>10. Communications with the Contractor - The Sub-Contractor shall provide the Contractor with an accurate schedule of all forthcoming work (including assessment development and assessment delivery).</p> <p>The Sub-Contractor shall keep the Contractor updated on changes to work schedule as they occur</p> <p>The Sub-Contractor will keep the Contractor informed of all new risks, issues, concerns as they occur. The Contractor will ensure that the Authority is informed of all risks, issues and concerns.</p>		90%	3	Service credit will apply for the period until effective communication between the Contractor, Sub-Contractor and the Authority resumes.

11. Business Impact Levels

- a. Low Impact – First time failure in scrutiny/quality assurance such as an error in assessment materials and/or assessment delivery. First time failure to provide Authority-requested information or carry out Authority-requested activity within the agreed timescales unless prior agreement has been obtained from the Authority for a delay or change to the request. First time failure in administration or management of the contract.
- b. Medium Impact – any repeat of a known failure in scrutiny/quality such as an error in assessment materials and/or assessment delivery. A repeated failure to provide Authority-requested information or carry out Authority-requested activity within the agreed timescales unless prior agreement has

been obtained from the Authority for a delay or change to the request. A repeated failure in administration or management of the contract.

c. High Impact:

(1) 2 or more repeated incidents of a known failure in scrutiny/quality such as an error in assessment materials and/or assessment delivery. 2 or more repeated incidents of a known failure to provide Authority-requested information or carry out Authority-requested activity within the agreed timescales unless prior agreement has been obtained from the Authority for a delay or change to the request. 2 or more repeated incidents of a known failure in administration or management of the contract.

(2) Security breach – failure in the Contractor/Sub-Contractors systems/processes to protect Authority information and/or assessment materials.

(3) Failure to deliver assessments on the agreed dates.

(4) Overt reputational impact on the integrity of MODLAB and/or MODLAB assessments.

(5) Resource impact on the Authority in financial, staff time and/or travel & subsistence costs to resolve assessment development and delivery issues.

12. Examples of service failures could include but are not limited to:

a. If during a moderation board, the Authority is not satisfied that accurate, fair and impartial marking and moderation was carried out, resulting in doubt over the integrity of the process and/or reliability of the results, this would result in high business impact.

b. If during moderation, it is identified that there was an issue with one (or more) skill in one (or more) of the languages eg the Listening paper contained errors that affected the results of the candidates for that language. It would have a low impact on business provided that the results were moderated at the time to reflect the identification of the issue. If the matter was not then investigated and corrected for the next delivery of the assessment, this could result in a medium impact to business.

Full details of the Suppliers Solution is detailed within SOW PSGW01398 dated 1 August 2020.

CONTRACT OPTIONS

Option 1 (12 Month extension)

Additionally, the Authority has the following irrevocable option in accordance with the terms and conditions set out in this contract or any such subsequent contract or contracts where such options are taken up, it being agreed that the Authority has no obligations to exercise such options:

Option 1 – review the requirement 4 months from contract end date (**31 March 2022**) and extend the contract term to cover the period **1 August 2022 to 31 July 2023** at the prices detailed below in **Schedule 3 to 700009467** and invoked by formal contract amendment.

This Option 1 shall be valid for acceptance by the Authority until **31 July 2022**.

Option 2 (12 Month extension)

Additionally, the Authority has the following irrevocable option in accordance with the terms and conditions set out in this contract or any such subsequent contract or contracts where such options are taken up, it being agreed that the Authority has no obligations to exercise such options:

Option 2 – review the requirement 4 months from contract end date (**31 March 2023**) and extend the contract term to cover the period **1 August 2023 to 31 July 2024** at the prices detailed below in **Schedule 3 to 700009467** and invoked by formal contract amendment.

This Option 1 shall be valid for acceptance by the Authority until **31 July 2023**.

Pricing Schedule Year 1-4

NOTE: All prices contained within Schedule 3 (end Column/yellow highlight) are Firm Price including the 6.95% Knowledgepool Service Fee and Excluding VAT.

Payment shall be claimed (thru' CP&F) following the satisfactory delivery in arrears per tasking.

Monthly Account Management Fees Year 1-4

Year 1 and 2 - Account Management Fee, payable monthly in arrears	£/Month	Total Firm Price including Knowledgepool Service Fee (ex VAT)
1st payment shall be due one calendar month after the Contract start date and each calendar month thereafter.		

Year 3 and 4 - Account Management Fee, payable monthly in arrears.	year 3 and 4	Total Firm Price including Knowledgepool Service Fee (ex VAT)
1st payment shall be due one calendar month after the Contract start date and each calendar month thereafter.		

Task Cancellation Fees

Cancellation Fees	
The following shall apply where the Authority cancel a planned assessment:	
Time period before planned assessment date when cancellation notified to TLS	Percentage of normal per-candidate fee that the Authority shall pay
More than 5 working days	0%
3-5 workings days	50%
1-3 working days	75%
Less than 24 hours	100%
In addition, where a planned assessment is cancelled with less than 10 weeks notice which was the only planned assessment in a particular language for a particular session, the full per-candidate fee will apply.	

Core Delivery Prices Years 1-4

Delivery Prices Year 1-4						
	Per Candidate - All levels	Number of Resource	Blended day rate	Expenses cost per resource per day	Contractor days per resource	Total Firm Price ex VAT
Assessment Delivery per Candidate – Listening Per STANAG 6001 Level	level 1					£ -
	level 2					£ -
	level 3					£ -
	level 4					£ -
	Per Candidate - All levels	1				£
Assessment Delivery per Candidate – Speaking Per STANAG 6001 Level	level 1					£ -
	level 2					£ -
	level 3					£ -
	level 4					£ -
	Per Candidate - All levels	2				
Assessment Delivery per Candidate – Reading Per STANAG 6001 Level	level 1					£ -
	level 2					£ -
	level 3					£ -
	level 4					£ -
	Per Candidate - All levels	1				
Assessment Delivery per Candidate – Writing Per STANAG 6001 Level	level 1					£ -
	level 2					£ -
	level 3					£ -
	level 4					£ -
	Per Candidate - All levels	3				
Appeal Fee (if applicable) per Candidate						£
Assessment delivery per candidate total						£

Core Assessment Development Prices Years 1-4

Assessment Development Prices Year 1-4						
Description	Per Candidate - All levels	Number of Resource	Blended day rate	Expenses cost per resource per day	Contractor days per resource	Total Firm Price ex VAT
Listening Assessment development per skill, per STANAG 6001 level	level 1					£ -
	level 2					£ -
	level 3					£ -
	level 4					£ -
	Per Candidate - All levels	2				
Speaking Assessment development per skill, per level	level 1					£ -
	level 2					£ -
	level 3					£ -
	level 4					£ -
	Per Candidate - All levels	2				
Reading Assessment development per skill, per level	level 1					£ -
	level 2					£ -
	level 3					£ -
	level 4					£ -
	Per Candidate - All levels	2				
Writing Assessment development, per skill, per language	level 1					£ -
	level 2					£ -
	level 3					£ -
	level 4					£ -
	Per Candidate - All levels	2				
Language Rendering (if applicable) – per language						£ -
	Assessment Development per candidate total					£
Alternative Methods of Assessment Pricing Schedule for alternative methods of assessment delivery	Listening					£ -
	Speaking					£ -
	Reading					£ -
	Writing					£ -
Total Assessment Cost per candidate including Development and Delivery						£

Remote Delivery Pricing Schedule Years 1 - 4

Delivery	Delivery Prices Year 1 - 4					
	Per Candidate - All levels	Number of Resource	Blended day rate	Expenses cost per resource per day	Contractor days per resource	Total Firm Price ex VAT
Assessment Delivery per Candidate – Listening Per STANAG 6001 Level	level 1					£ -
	level 2					£ -
	level 3					£ -
	level 4					£ -
	Per Candidate - All levels	1				
Assessment Delivery per Candidate – Speaking Per STANAG 6001 Level	level 1					£ -
	level 2					£ -
	level 3					£ -
	level 4					£ -
	Per Candidate - All levels	2				
Assessment Delivery per Candidate – Reading Per STANAG 6001 Level	level 1					£ -
	level 2					£ -
	level 3					£ -
	level 4					£ -
	Per Candidate - All levels	1				
Assessment Delivery per Candidate – Writing Per STANAG 6001 Level	level 1					£ -
	level 2					£ -
	level 3					£ -
	level 4					£ -
	Per Candidate - All levels	3				
Remote assessment delivery						£ -
Face to face delivery at Non- MOD venue fee in UK (maximum price)						
Face to face delivery at Non- MOD venue fee overseas (maximum price)						
Remote assessment online via Skype or other platforms. A timeline for implementation of online electronically mediated assessments options is required.						£ -
Candidate Withdrawal Fee (if applicable) per Candidate						£ -
Appeal Fee (if applicable) per Candidate						£
Assessment delivery per candidate total						£

Delivery	Assessment Development Prices year 1 - 4					
	Per Candidate - All levels	Number of Resource	Blended day rate	Expenses cost per resource per day	Contractor days per resource	Total Firm Price ex VAT
Edit if required						
Listening Assessment development per skill, per STANAG 6001 level	level 1					£ -
	level 2					£ -
	level 3					£ -
	level 4					£ -
	Per Candidate - All levels	2				
Speaking Assessment development per skill, per level	level 1					£ -
	level 2					£ -
	level 3					£ -
	level 4					£ -
	Per Candidate - All levels	2				
Reading Assessment development per skill, per level	level 1					£ -
	level 2					£ -
	level 3					£ -
	level 4					£ -
	Per Candidate - All levels	2				
Writing Assessment development, per skill, per language	level 1					£ -
	level 2					£ -
	level 3					£ -
	level 4					£ -
	Per Candidate - All levels	2				
Language Rendering (if applicable) – per language						£ -
	Assessment Development per candidate total					£
Alternative Methods of Assessment Pricing Schedule for alternative methods of assessment delivery	Listening					£ -
	Speaking					£ -
	Reading					£ -
	Writing					£ -
Total Assessment Cost per candidate including Development and Delivery						£

Added Value Year 1-4

Added Value - Optional price for the development and rendering (if applicable) of Level 1 assessments.

Level 1 Assessment Development (breakdown per skill below)	1 x paper for Listening, Speaking, Reading & Writing (i.e. 4 papers in all)	Total Firm Price ex VAT
Listening		
Speaking		
Reading		
Writing		

Payment shall be claimable upon satisfactory completion of the Level 1 assessment development, following acceptance by the Authority.

Level 1 Rendering of Papers (if applicable)	Breakdown Per Skill	Total Firm Price ex VAT
Listening		
Speaking		
Reading		
Writing		

Optional price for assessing against civilian standards for languages.

Assessment Delivery (Total - breakdown per skill below)	Per candidate	Total Firm Price ex VAT
Listening		
Speaking		
Reading		
Writing		

Payment shall be claimable upon satisfactory completion of the Level 1 assessment development, following acceptance by the Authority.

Optional price for route to recognise levels of achievement against national/international standards (Note this only applies as a one-off fee and is not recurring)	Total Firm Price ex VAT
Price	

Optional price for individual performance feedback.	Total Firm Price ex VAT
Price Per candidate	

For the detailed pricing schedule and Supplier Solution pricing comments please open the embedded excel document below: (REDACTED)

Pricing Schedule Additional Information

Management Fee Breakdown					Additional Breakdown 1		Additional Breakdown 2	
Reqt	Description	Pricing	Pricing Breakdown	Total Firm Price ex VAT	Price per candidate if assessing <400 per year	Total Firm Price ex VAT	Price per candidate if assessing >400 per year	Total Firm Price ex VAT
1	Management Fee (to be priced as per the pricing table, with details provided in the tenderers response as to what it consists of) and Authority Core Business. Language assessments taking place at Shrivenham. To include 3 English Base Papers (sitting paper – reserve paper – sample paper). Prices are to be stated per candidate, and overall price to be based on delivery for up to 400 candidates per year.	Average Monthly Management Fee =	<p>Management fee reduces in years 3 and 4 (see earlier sheets), therefore an average rate over 4 years has been used here. The Management Fee is inclusive of all the fundamental components required to deliver the contract including:</p> <ul style="list-style-type: none"> - Development of a cutting edge, contract specific AMS system allowing remote or on-site assessment - A dedicated Assessment Director for the contract. Experienced assessment professional and single point of contact (SPOC) for the Authority. - Full sourcing, on-boarding and training of assessors and assessment setters, and ongoing standardisation activity. - All administration, organisation and mobilisation activities associated with the contract - Coordination of all creation, delivery, marking and moderation activity. Organising and chairing setting and moderation boards, and managing monthly reporting. - Issuing results, managing appeals, processing complaints and organising development plans - Quality control and internal assurance activity - All overheads, including insurance and other running costs <p>The price per candidate is inclusive of all setting, delivery, marking and moderation costs for all languages.</p>		<p>£</p> <p>The same rate has been applied for more or less than 400 assessments, on the assumption that volumes will not be substantially more or less than 400 (i.e. not more than 500 and not less than 300).</p> <p>Per candidate rates are based on delivery of six assessment sessions per year. If sessions per annum reduced to 4, a discount of £xx will be applied to each assessment. See earlier sheets for details.</p>		<p>£</p> <p>Per candidate rates are based on delivery of six assessment sessions per year. If sessions per annum reduced to 4, a discount of £xx will be applied to each assessment. See earlier sheets for details.</p>	

			This includes creation of assessments using authentic materials for the four "core" languages. The rate allows for all assessments to be made covering all 4 levels.					
					Price per candidate if assessing <15 per year		Price per candidate if assessing >15 per year	
2	Management Fee and Authority Core Business as per requirement 1. In addition, Remote Assessment . Prices are to be stated per candidate and overall price to be based on delivery for up to 15 candidates per year.	Average Monthly Management Fee =	<p>Management fees include all services as described above and as has been averaged over 4 years.</p> <p>The price per candidate is inclusive of all setting, delivery, marking and moderation costs for all languages. This includes creation of assessments using authentic materials for the four "core" languages. The rate allows for all assessments to be made covering all 4 levels.</p> <p>Lower numbers of remote assessments can be delivered flexibly alongside and at the same time as on-site sessions. In such cases, per candidate fees are the same as for on-site delivery. Per assessment savings for remote assessments apply where one or more of the 6 proposed sessions is delivered entirely remotely, delivering to approximately one sixth or more of the total number of annual candidates.</p>	£		£	<p>This per-candidate remote assessment rate assumes that a minimum of one of the six (or one of 4 if applicable) proposed sittings takes place remotely and delivers to approximately one sixth (or one quarter if session number reduced) or more of the total number of candidates annually.</p> <p>Per candidate rates are based on delivery of six assessment sessions per year. If sessions per annum reduced to 4, a discount of £xx will be applied to each assessment. See earlier sheets for details.</p>	£

3	Management Fee, Authority Core business and Remote Assessment as per requirement 1 and 2 above. In addition, Authentic Material development to comprise 3 papers each (sitting paper – reserve paper – sample paper) for the four (4) core languages (Russian, Arabic, French and Spanish). Prices are to be stated per paper and overall price to be provided for development of 3 papers against each language.	Average Monthly Management Fee = £	<p>Management fees include all services as described above and as has been averaged over 4 years.</p> <p>Our basic solution includes authentic material development for the four core languages and therefore there are no additional costs for this.</p> <p>All comments above apply here.</p>	£	£ Rate per candidate for either on-site assessment, or for low numbers of remote assessment undertaken simultaneously to on-site assessments.	£	<p>£ This per-candidate remote assessment rate assumes that a minimum of one of the six (or one of 4 if applicable) proposed sittings takes place remotely and delivers to approximately one sixth (or one quarter if session number reduced) or more of the total number of candidates annually.</p> <p>Per candidate rates are based on delivery of six assessment sessions per year. If sessions per annum reduced to 4, a discount of £xx will be applied to each assessment. See earlier sheets for details.</p>	£
					Price per candidate if assessing <15 per year		Price per candidate if assessing >15 per year	
4	Management Fee – Remote Assessment ONLY .	Average Monthly Management Fee = £	The same monthly management fee applies (averaged over 4 years) for an entirely remote solution and the same services are included, as outlined above.	£	£ Per candidate rates are based on delivery of six assessment sessions per year. If sessions per annum reduced to 4, a discount of £xx will be applied to each assessment. See earlier sheets for details.	£	£ Per candidate rates are based on delivery of six assessment sessions per year. If sessions per annum reduced to 4, a discount of £xx will be applied to each assessment. See earlier sheets for details.	£

Contract Order Form for Delivery of Foreign Language Assessments

Part A

NOTE: This Part A is in relation to a request for a written proposal in response to a specific request from the Authority. **IT IS NOT AN ORDER UNDER THE TERMS OF THE CONTRACT AND AN ORDER (AND CONTRACTUAL COMMITMENT) IS ONLY FORMED WHEN THE AUTHORITY COMPLETES AND SIGNS PART B.**

To: Contractor: **Capita Business Services Ltd.**

Task/Order Reference:	[Demanding Officer to complete]
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1. This Form is raised in accordance with the terms and conditions, and prices of call-off Contract Number: **700009467**.

2. (**Contractor**) Using the email address as provided in Part A – Section 1 please respond to The Demanding Officer, **confirming acceptance of the order**

(Please complete Part A - Section 3)

Part A - Section 1 - The Demanding Officer's details

The Demanding Officer - Please complete

Signed: {ELECTRONICALLY SIGNED}

Name:

Position:

Email Address:

Date:

Part A - Section 2 – Assessment Requirement***The Demanding Officer - Please complete (fields marked with * are compulsory)******Assessment Session Details:***

Assessment Delivery*

Y/N

Assessment Material Development *

Y/N

Business Unit *	Financial POC Contact Tel Contact Email Fin Approval Given UIN
Onsite POC (if different from above)	As above
Assessment Session Dates *	

Remarks	
Required Languages (indicative)	
Assessment Material Development (please state details of any material development requirement, including time allocated and dates required)	
Candidate Numbers Per Language (indicative)	

Contractor to attach a full schedule for the assessment session for each language to include the details below:

Number of Assessors Required	
Start Date and Start Time	
End Date and End Time	

Venue Details – MOD Estate (if applicable)

Venue Name	
Venue Address (incl. Postcode) *	
Venue POC Contact Name *	
Venue POC Contact Number *	
Venue POC Contact Email Address *	

Are there any special security requirements at the venue?	Contractor staff and Assessors will require photo proof of ID (passport or Driving licence) to get a visitor's pass. If they have a vehicle, they will need to get a vehicle pass. Both available from the Guard Room. Please liaise with the POC in advance of assessment week to provide the details as per the Security section of the SOW.
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Venue Details

Venue Location preferred	
Room Set-up requirements (e.g. room layout, breakout rooms for speaking assessment etc.)	

Part A - Section 3 – Contractor's Response

	Details	Unit Price Per Candidate (in accordance with firm prices contain within Contract 700009467 (PSGWO1398))	Quantity	Total
Languages to be assessed				
Materials				

Contractor notes to The Demanding Officer

Part B**Part B – Acceptance of Task**

NOTE: The action of the Authority completing, signing and transmitting Part B of this Form creates a Firm Price Order with the Contractor under the terms and conditions of the referenced Contract.

The Demanding Officer - Please complete

To: **Capita Business Services Ltd.**

- **Task/Order Reference:** **[Insert Ref as per Part A]**
- **PO Number:** **[INSERT PO NUMBER]**

1. Your proposal at Part A Section 3 dated **[Insert Date]** is accepted and you are now required to perform the Order in accordance with the terms and conditions of Contract **700009467 (PSGWO1398)**.
2. Please acknowledge receipt of this Order by completing the details below and returning to the undersigned within three working days.
3. Part B of this Form has been authorised by the Contract Demanding Officer and Contractual Commitment by the Commercial Officer.

Contract Lead POC details	
---------------------------	--

Demanding Officer:	Commercial Officer:
Signed:	Signed:
Name:	Name:
Office:	Office:
Email address:	Email address:
Date:	Date:

Capita Business Services Ltd. *Please complete*

Receipt of Part B of Task/Order Referenceis acknowledged and work is proceeding accordingly. Signed: Name: Position: Email Address: Date:
--

4. The Contractor shall acknowledge this order within 3 working days of receipt and return to the Demanding Authority and Commercial Officer at the emails above.

Part C (The Demanding Officer - Please complete)

Part C – Amendment to Languages and/or Candidate Numbers required.

NOTE: The action of the Authority completing, signing and transmitting Part C of this Form creates an amendment/cancellation to the Firm Price Order cited below with the Contractor under the terms and conditions of the referenced Contract.

To: **Capita Business Services Ltd.**

1. The proposed Order Number: **[Insert Task/Order Reference and PO: number]** should be cancelled/amended as follows:

Demanding Officer to specify details of amendment/cancellation

[Insert details of amendment/cancellation to include any additional finance or reduction in price]

Demanding Officer:	Commercial Officer:
Signed:	Signed:
Name:	Name:
Office:	Office:
Email address:	Email address:
Date:	Date:

2. Please acknowledge receipt of this amendment/cancellation by completing the details below and returning to the above Demanding/Commercial Officer via email within three working days.

Contractor - Please complete

Receipt of Part C of Order Numberis acknowledged and the amendment to the task is proceeding accordingly.

Signed:
Name:
Position:
Email Address:
Date:

Appendix 1 to 700009467

DEFFORM 111
(Edn 05/19)

Appendix - Addresses and Other Information

1. Commercial Officer:

Name:

Address: Trenchard Building, Room 103
Defence Academy of the United Kingdom,
Shrivenham,
SN6 8LA

Email:

2. Project Manager, Equipment Support Manager or PT Leader
(from whom technical information is available):

Name:

Address: HQ Joint Force Development,
Marlborough Hall, Room 243,
Shrivenham,
SWINDON, SN6 8LA

Email:

**3. Packaging Design Authority:**

Organisation and point of contact:

(where no address is shown please contact the Project Team in Box 2)

**4. (a) Supply/Support Management Branch or Order Manager**

Branch/Name:



(b) U.I.N.

5. Drawings/Specifications are available from:**7. Intentionally Left Blank****8. Quality Assurance Representative:**

Commercial staff are reminded that all Quality Assurance requirements should be listed under the General Contract Conditions.

AQAPS and **DEF STANs** are available from UK Defence Standardization, for access to the documents and details of the helpdesk visit <http://dstan.uwh.diif.r.mil.uk/> [intranet] or <https://www.dstan.mod.uk/> [extranet, registration needed]

8. Public Accounting Authority:

- Returns under DEFCON 694 (or SC equivalent) should be sent to DBS Finance ADMT – Assets In Industry 1, Level 4 Piccadilly Gate, Store Street, Manchester, M1 2WD
☎ 44 (0) 161 233 5397
- For all other enquiries contact DES Fin FA-AMET Policy, Level 4 Piccadilly Gate, Store Street, Manchester, M1 2WD
☎ 44 (0) 161 233 5394

9. Consignment Instructions:

The items are to be consigned as follows:

10. Transport. The appropriate Ministry of Defence Transport Offices are:

A. **DSCOM**, DE&S, DSCOM, MoD Abbey Wood, Cedar 3c, Mail Point 3351, BRISTOL BS34 8JH

Air Freight Centre

IMPORTS ☎ 030 679 81113 / 81114 Fax 0117 913 8943
EXPORTS ☎ 030 679 81113 / 81114 Fax 0117 913 8943

Surface Freight Centre

IMPORTS ☎ 030 679 81129 / 81133 / 81138 Fax 0117 913 8946
EXPORTS ☎ 030 679 81129 / 81133 / 81138 Fax 0117 913 8946

B. **JSCS**

JSCS Helpdesk ☎ 01869 256052 (option 2, then option 3); JSCS Fax No 01869 256837 www.freightcollection.com

11. The Invoice Paying Authority:

Ministry of Defence ☎ 0151-242-2000
DBS Finance
Walker House, Exchange Flags Fax: 0151-242-2809
Liverpool, L2 3YL
Website is:
<https://www.gov.uk/government/organisations/ministry-of-defence/about/procurement#invoice-processing>

12. Forms and Documentation are available through *:

Ministry of Defence, Forms and Pubs Commodity Management
PO Box 2, Building C16, C Site
Lower Arncott
Bicester, OX25 1LP (Tel. 01869 256197 Fax: 01869 256824)
Applications via fax or email: Leidos-FormsPublications@teamleidos.mod.uk

NOTES

* Many **DEFCONs** and **DEFFORMs** can be obtained from the MOD Internet Website [extranet, registration needed]:
<https://www.aof.mod.uk/aofcontent/tactical/toolkit/index.htm>

2. If the required forms or documentation are not available on the MOD Internet site requests should be submitted through the Commercial Officer named in Section 1.