**STATEMENT OF REQUIREMENT FOR A DEFENCE GAMBLING ADDICTION MATERIALS AND MANAGEMENT HEALTH EXPERT ADVICE SERVICE**

**INTRODUCTION**

1. This Statement of Requirement (SoR) details the Authority’s requirements to provide a service that incorporates two elements that will support the delivery of gambling awareness and education, whilst understanding gambling prevalence within Defence. These include the provision of:
   1. Gambling addiction and management materials (health promotion, education, prevention and early intervention materials) to build skills and knowledge and
   2. Expert support to help guide the delivery of the gambling task group objectives.
2. Both elements support the needs of the Army, Navy, RAF, StratCom and other partners and Stakeholders across Defence. Therefore, the Contractor will be required to meet the variable demands of each stakeholder. These may change annually throughout the duration of the contract through a process of joint agreement. The target audience for the service provided is Armed Forces Personnel.

**BACKGROUND**

1. The Defence People Health and Wellbeing Strategy (DPHWBS) directs the improvement of *Whole Force Health* by creating the conditions to maximise the availability of people fit for work. DPHWBS sets the direction for improvement across each element of a military career by creating the conditions (Armed Forces Personnel (AFP)) Health education, Service delivery, Organisational culture and governance) to facilitate health improvement.

**PART 1 REQUIREMENT – HEALTH PROMOTION, EDUCATION, PREVENTION AND EARLY INTERVENTION**

1. The Contractor is to provide a range of gambling health promotion, education, prevention, skills development and early intervention materials. These will be supplied as digital content and should be tailored to the needs of Defence both in terms of content and style (imagery and tone).
2. Health promotion, education, prevention and early intervention materials must adhere to the National strategy to reduce gambling addiction and harms in the UK.
3. The Authority has a requirement for the following:
   1. A full range of gambling addiction and management materials supplied when required to support health fairs (both physical and digital).
   2. A full range of gambling addiction education and advice materials, factsheets and leaflets, examples (but not limited to) would include information about the risk of gambling, the impact of gambling (financial and health), facts associated with gambling addiction, skills based materials to help identify trigger points (e.g. physical and mental health effects of gambling), wider effects of gambling addiction (on home and family life, how to talk to your children) and associated impact (both physical and digital). These will be provided as requested to Defence Estate (both UK and Overseas[[1]](#footnote-1)). Points of contacts will be provided by the Designated Officer (DO).
   3. Access to health promotion/primary and secondary prevention campaigns and associated materials, examples (but not limited to) being gambling awareness campaigns (i.e. tools to help stop you gambling, dealing with gambling depression or debt) or gambling triggers campaigns (digital format).

Scale of Support Required

1. The Contract shall support harm reduction StratCom gambling treatment initiatives lead by the Army, Navy, RAF and including Defence Primary Healthcare. Therefore, the requirement from each of these stakeholders and other partners across Defence will vary. The contract shall allow and support the provision of each element (Part 1 and Part 2 above) depending on the needs of each stakeholder.
2. This degree of flexibility will be determined annually to enable the Contractor to plan and supply the determined level of service to each stakeholder to support health fairs etc. Examples of this may mean that in any year approximately 27,000 Gambling Awareness Booklets are required across all 3 Services per annum.

Gambling Intervention Materials

1. The Authority has a requirement for gambling intervention materials to form part of the integrated gambling addiction treatment pathway. The content to include:
   1. A full range of evidence-based gambling self-assessment and screening tools.
   2. A full range of evidence-based intervention materials i.e. gambling identification and brief advice (IBA) materials for assessment and delivery of an IBA when required.
   3. All materials to be designed and delivered in a way that is relevant to the military population this is both in terms of content (language), style and tone. This will be completed in liaison with the DO to ensure exact wording.
   4. All materials (predominantly digital) must adhere to Defence Branding guidelines which will be supplied by the DO at the time of agreement of the product.
2. Where required, the Contractor is to provide the IT platform and issue passwords for online access to digital resources. This is to ensure both the availability of digital resources to MoD sites and also to grow a library of Health promotion resources that can be used or reused as required by the Health promotion workforce.

**PART 2 REQUIREMENT – EXPERT ADVICE SERVICE**

1. The Contractor is to:

Provide expertise, advice and guidance on clinical, research and general policy developments and may include an international element within the field of gambling addiction, gambling treatment and the wider gambling awareness and control agenda. This is to be via the DO.

* 1. Provide expertise, advice and guidance of policy and gambling service evaluation and improvement. To include where authorised access to data to support and enable joint research to further the understanding of gambling addiction and population segmentation within the MoD.
  2. Review relevant Working Group and MoD documents and respond to ad-hoc requests for support. This would be achieved through the contract to enable the Authority to access support up to 10 working days during normal working hours of 0900 – 1700 hrs Mon - Fri over the duration of the contract. Urgent requests should be reviewed and responded to in the first instance verbally within 1 hour of review of the documents, followed by a written response within 2 working days. There are no set dates; it will be on an ad hoc basis as and when required throughout the life of the contract.
  3. Attend Defence meetings and other associated alcohol meetings and provide impartial, expert advice and guidance of Defence Strategy, policy or implementation plans. These meetings will be in the UK and will occur around 4 times a year and forms part of the 10 working days above.
  4. Complete a full annual expert advice service report at the end of each contractual year to be submitted to the DO that covers the full range of alcohol services. This does not form part of the 10 days, however should be completed in one or two working days.

**CONTRACTOR’S RESPONSIBILITIES**

1. The Contractor shall be responsible for the following areas:
   1. Ensure all physical and digital content is delivered and aligned to Armed Forces Joint Service Policy (to be made available to the winning Tenderer following Contract Award) and recognises that military practice and the requirements of AFP may be different from the general population.

b. Maintaining one backup of the Authority Data at the Contractor’s designated hosting centre within the UK at their HQ or Central Office, for an orderly and timely recovery so such data in the event that the Services may be interrupted. The Contractor shall maintain a backup of Authority Data that can be recovered within 24 hours at any point in time. At the end of the contract the Contractor is to provide the Authority with all data held and destroy any records the Contractor hold.

c. Resolution of all IT issues/requests must occur within a maximum of 2 working days to support the digital content of the SoR.

**AUTHORITY’S RESPONSIBILITIES**

1. The Authority will provide or support the provision of the following information to the Contractor:
   1. Nominate a DO. The contact details for the DO shall be provided once the Contract is awarded.
   2. Provide an annual estimate of the scale of support required for each year of the contract.
   3. Provide the content (language), style and tone exact wording for all the materials that the Contractor is to produce within 5 working days of agreement of the product.
   4. Provide the Defence Branding for all materials (physical and digital) within 5 working days from the time of agreement of the product.

**STATISTICAL INFORMATION**

Part 1 - Service

1. The Contractor must provide a quarterly usage statistics report to the DO comprising of the number of assets (health promotion or education assets) supplied. Reports (in Word/Excel format) are to be emailed and received within 10 working days of the end of each quarter. The following quarterly statistics are required:
   1. Name and details of Asset.
   2. Quantity supplied and in what form (physical or digital).
   3. Stakeholder (recipient, e.g. Army, Navy, RAF or HQ DMS).

Part 2 - Expert Advice Service

1. The Contractor must provide a quarterly usage statistics report, to the DO, comprising of the number of meetings attended. Reports (in Word/Excel format) are to be emailed and received within 10 working days at the end of each quarter.

**CONTRACT MONITORING**

1. Health promotion, prevention, education, and early intervention Key Performance Indicators (KPIs) are listed at Annex A.
2. Expert Advice Service KPIs are listed at Annex B.
3. A Contract Review Meeting will be held on an annual basis between the Contractor and the Authority. The location of these meetings will be agreed by both parties; where appropriate/available, video conferencing may be utilised for these purposes. The meetings will be chaired by the Authority’s representative (usually the DO) and will run to an agreed standing agenda that will include the following items:
4. DO update/matters (Authority).
5. Activity and Performance Review (Contractor).
6. The Contractor will provide all relevant information (performance data against KPI report) at least 10 working days in advance of the contract review meeting to allow for onward distribution to relevant parties. Meetings will be minuted by the Authority and distributed via email to attendees within 10 working days.

**SECURITY AND PROTECTION**

1. The security and protection of military personnel remains a concern to the Authority. The MoD assessments suggest that personal/cyber threats from terrorist groups towards HM Forces continues to exist.
2. The Contractor must take every measure available to ensure that details of Defence personnel are not shared with unauthorised individuals. As appropriate, the Authority shall advise the Contractor of changes in security requirements.

**COMPLAINTS**

1. All complaints made by the Authority to the Contractor shall acknowledged in writing within 3 working days by the Contractor. The Contractor shall keep a full written record of the nature of each complaint and details of the action taken as a result of the complaint. The Contractor shall use all reasonable endeavours to ensure that all complaints are resolved within 15 days of the complaint being notified to the Contractor, unless the nature of the complaint requires additional investigation or action by a Professional and Regulatory Body or other government organisations in which case the Contractor shall use all reasonable endeavours to ensure that the complaint is resolved as soon as possible thereafter. The details of how the complaint has been resolved is to be notified to the Authority in writing as soon as possible thereafter and the Contractor will, on request from the Authority at any time, provide the Authority with an update as to the progress of the resolution of the complaint.

**FINANCE REPORTING**

Part 1 - Services

1. Data is agreed between the Authority and the Contractor for each quarter to form the quarterly invoice must include:
   1. Name and details of Asset.
   2. Quantity supplied and in what form (physical or digital).
   3. Stakeholder (recipient, e.g. Army, Navy, RAF or JFC/DPHC).

Part 2 - Expert Advice Service

1. This element is to be broken down into hours for auditability that can be paid on a quarterly basis, that will culminate in the final report.
2. All invoices must be clearly broken down between training services and consultancy services. The only person that can agree the invoice for payment will be the DO. This person will be available during normal working hours Mon – Fri 0830 – 1630 hours.
3. The Authority does not approve any form of pre-payment; all invoices are to be submitted for works actually agreed as completed.

**BUSINESS CONTINUITY PLAN**

27. The Contractor operate a robust Business Continuity Plan that identifies the following areas to maintain essential functions during, as well as after, a disaster has occurred:

1. Infrastructure (e.g. office, phones, printing)
2. Manpower issues (e.g. staff absence impacting on the service)
3. Data Back-up (e.g. telephone/technology/IT failure)
4. Risk Management Plan (including identified risks, issues and mitigations)

**IMPLEMENTATION PLAN**

28. The Contractor is to provide a detailed Implementation Plan that will achieve full operational capability by the first day of the contract, to include, but not limited to:

* 1. Assumptions and constraints
  2. Implementation schedule
  3. Implementation support
  4. Hardware, software, facilities and materials
  5. How future capability will be managed and maintained.

**CYBER SECURITY**

1. The Authority has a duty to protect itself from Cyber threats and now we extend this to Suppliers we engage with. As an extension of the Government’s Cyber Essentials Scheme the Authority, working together with Industry and other Government Departments, have developed a more robust Cyber Security Model, under the umbrella of the Defence Cyber Protection Partnership (DCPP). All prime contractors must have the cyber security controls specified in DEF Stan 05-138 (Cyber Security for Defence Suppliers), as appropriate to the cyber risk level specified in the contract.
2. The Authority has determined the level of risk as **N/A** (Reference: **RAR-435477575**) as defined in DEF Stan 05-138. In order to do business with the MOD you must have the cyber security controls required as shown above.

Annexes:

1. Key Performance Indicators Part 1.
2. Key Performance Indicators Part 2.

**Annex A**

**PART 1 KEY PERFORMANCE INDICATORS**

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| --- | --- | --- | --- |
| **Key Performance Indicator** | **Action** | **Outcome Measure** | **Target** |
| **KPI 1**. Number of assets delivered (e.g. Gambling leaflets or IBA printed guidance) | To ensure that eligible AFP can access a full range of Gambling Addiction services | Proportion of assets requested and delivered to each stakeholder (Army, Navy, RAF and StratCom) in time: To be broken down by type of asset | 100% of annual set target |
| **KPI 2.** Number of campaigns created | To ensure that the campaigns are created, and delivery meets the needs of AFP | Proportions of campaigns delivered within the year | 100% of annual set target |
| **KPI 3.** Quarterly Usage Statistics Report | Report as per the SoR to be emailed within 10 working days of the end of each quarter. | Statistical Information Report | 100% of annual set target |
| **KPI 4.** Segmentation of our population | To understand gambling behaviours and addiction within the AFP demographic. | Statistical Information Report | 100% of annual set target |

**Annex B**

**PART 2 KEY PERFORMANCE INDICATORS**

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| --- | --- | --- | --- |
| **Key Performance Indicator** | **Action** | **Outcome Measure** | **Target** |
| **KPI 1**. Number of Gambling Addiction meetings | To ensure that expert advice is available to Defence when required | Proportion of Gambling Addiction meetings attended by the Contractor | 100% of annual set target |
| **KPI 2.** Annual Impact review | To ensure that advice and guidance is effective and helping to delivery positive change | Annual report demonstrating impact and benefits of the contract to the DO (annually) at the end of each year of the contract via email. | To be agreed and completed annually between Contractor and DPHC Consultant in Public Health  To include provision for joint research |
| **KPI 3.** Urgent request review | To provide advice and guidance on urgent policy or service questions | Proportion of urgent requests responded to within 2 working days | To 100% of annual set target |
| **KPI 4.** Gambling Addiction Working Group and MoD document review | To provide advice and guidance on MoD policy or service questions | Proportion of requests responded to within 10 working days | To 100% of annual set target |

1. All overseas locations have BFPO addresses which are charged at UK postal rates. [↑](#footnote-ref-1)