**STATEMENT OF REQUIREMENT**

**CCDT/546 – Framework for Reasonable Adjustments for Defence Equipment & Support Employees with Disabilities**

**Background**

The Equalities Act 2010 legally protects people from discrimination in the workplace and in wider society. The Act requires employers to make reasonable adjustments for disabled members of staff to any elements of the job which place a disabled person at a substantial disadvantage compared to non-disabled people.

The provision of goods and services relating to reasonable adjustments is therefore a requirement of both the Equalities Act and the Public Sector Equality Duty.

Spend relating to reasonable adjustments for members of staff in DE&S (excluding infrastructure and some IT provision) is not centrally managed at present. The majority of smaller reasonable adjustments are currently provided on an ad-hoc basis by business units and often paid using a Electronic Procurement Card (EPC). There is no clear route to market, contract and associated SLAs in place for this provision, resulting in an untracked spend and inconsistent/delayed/incomplete delivery. As the spend profile is shared across various business areas, DE&S is at risk of exceeding the thresholds above which a service must be competed for under the Public Contract Regulations. Many of the current providers (e.g. translation services) are not CP&F enabled and payments are made using EPC which is not appropriate as a long-term solution.

By setting up enabling arrangements with providers for commonly procured reasonable adjustment items, employees with disabilities will have a clear route to market, resulting in more efficient provision of reasonable adjustments and the ability for DE&S to track its spend.

Many of the items that fall under this requirement are commonly available and not specific to DE&S. Only IT peripherals require more specialist knowledge of MOD IT and these are out of scope.

**Call Off**

On the basis of the Tender, the selected supplier(s) will enter into a Framework Agreement for Lot(s) to provide the Goods and Services on a call off basis in accordance with this Framework Agreement. Suppliers will be notified of Quantities and Delivery Timescales as necessary using aTasking Mechanism. Suppliers can bid for one lot or all the lots.

**Milestones**

|  |  |
| --- | --- |
| **Contract Notice Advert Published** | **21st January 2019** |
| **Tender Docs Issued** | **21st January 2019** |
| **Tender Return Date** | **18th February 2019** |
| **Contract Award Date** | **1st March 2019** |
| **Standstill Period** | **10 calendar days** |

**Requirement**

Consultation with the DE&S Disability Networks has identified four main areas of commonly procured goods / services relating to the provision of reasonable adjustments. The framework will be segmented into the following Lots;

* **Lot 1 - Interpreting, Communication Support & Translation Services** 
  + This involves the provision of a trained interpreter to translate either at meetings or corporate events. There are various forms of sign language including BSL and finger spelling which are available through external agencies. Familiarity with MOD / DE&S isn’t necessary at the outset, but the provision of a regular cadre of interpreters who become familiar with MOD / DE&S language over time would be beneficial. The majority of the requirement is for material / events classed as “official” so SC would be useful, but not compulsory provided the providers were subject to a confidentiality clause.
* **Lot 2 - Scribing Services** 
  + This involves the provision of someone to take notes on behalf of someone else, for example at team meetings or corporate events where the induvial is unable to. It may also be required for written exams in cases where the candidate is unable to write / type answers themselves. Familiarity with MOD / DE&S isn’t necessary at the outset, but the provision of a regular cadre of notetakers who become familiar with MOD / DE&S language over time would be beneficial. The majority of the requirement is for material / events classed as “official” so SC would be useful, but not compulsory provided the providers were subject to a confidentiality clause.
* **Lot 3 - Sensory/Auxiliary/Visual Aids**
  + This covers a broad range of stand-alone and off-the-shelf items including noise cancelling headphones, fidget toys, sensory aids, lighting and visual aids which aren’t currently available through usual stationery catalogues.
* **Lot 4 - Mobility Aids** 
  + This refers to items which employees may already use or own but use more heavily as a result of the office environment. For example, an employee with a mobility scooter may find that they need to replace their battery more often because they spend a lot of time moving between meetings on the Abbey Wood site. If it can be proven that it is a reasonable adjustment to maintain / replace existing kit as a result of their work, this section would provide the necessary provision to do so.

***Further details of the items required can be found in Annex B – Detailed Specification***

**Deliverables- Services (Lot 1 & 2)**

All four areas of spend are required for DE&S employees in the UK, both on DE&S and non-DE&S sites.

Provision of the translation scribing services will be on an as-required individual tasking basis subject to an agreed notice period (5 working days). It is suggested that a service level agreement is drawn up with the provider which sets out the expected notice period and measures their performance. The requirement will be subject to the needs of DE&S rather than the ability of the provider – e.g. we will specify the time and location in the expectation that they meet it. However DE&S may require up to 5 separate concurrent requests for Translation/Scribing Services at one time.

**Booking System for Lots 1 & 2**

DE&S require the supplier to have a robust online Booking System to be available from 7am to 7pm Monday to Friday, to be able to book a request for services either directly online or by email or telephone. A response confirming the booking must be received within 24hrs of request being submitted.

**Deliverables – Goods (Lot 3 & 4)**

Provision of goods will also be on an as-required individual tasking basis and subject to an agreed delivery timescale. Where the goods have set-up/training costs associated with them, it will be expected that this is included in the quoted price. In the event that a named product has been specified by a medical expert without an “or equivalent” caveat, the provider will be expected to deliver the item as specified and not a “similar” piece of equipment. It is assumed that all goods that fall within this requirement are standalone and do not need to directly interface with MOD / DE&S systems.

All items must be delivered in secure packaging, with full instructions/and or training requirements and within required timescales.

The supplier shall detail how damaged or missing goods will be replaced or repaired and provide timescales of repairs or replacements

**Cancellation Policy**

The supplier should provide details of their order cancellation policy.

**Evaluation**:

Tenders will be evaluated on a Most Economically Advantageous Tender basis rather than base cost alone. Expected delivery timescales should also form part of the evaluation as time off for employees due to the absence of reasonable adjustments is a hidden, but potentially significant, cost to the business.

Suppliers are encouraged to provide innovative and optional services/devices however these will not be evaluated at this time, but maybe added as a future requirement.

**Duration:**

The framework will be in place for a minimum of 2 years with an option to extend the contract further for an additional 2 years.

Contract Start Date: 01 March 2019

Contract End Date: 01 March 2021