**CTP CONTRACT NOTICE: DESCRIPTION OF SERVICES**

1. **Requirement Overview.** Typically, 12,000- 15,000 Service personnel leave the Armed Forces (Royal Navy, Army, and Royal Air Force) each year. The Career Transition Partnership (CTP) is a strategic collaboration between the MOD and the private sector to deliver the MOD’s resettlement programme to these personnel. In order to enable Service Leavers (SL) adequate planning and preparation for their transition and ensure their transition is successfully sustained, CTP Contract services are available to SL for two years before discharge and for two years post-discharge. The current contract end date is 31 Mar 24, the start date for the new contract is expected to be June-July 23 with 9-12 months prior to 1 Apr 24 for transition.

2. The primary purpose of the CTP is to assist eligible regular and full-time reserve personnel leaving the Armed Forces to make a successful transition to civilian employment, including self-employment, or education, appropriate to their skills, knowledge, and experience and/or in accord with their aspirations. The CTP provides guidance, support, vocational training, and job finding elements delivered nationwide across all regions of the UK, including the Devolved Nations. Provision is also made for personnel serving overseas, either in overseas locations or delivered from the UK home base. The CTP re-let will ensure continuity of provision and deliver a suite of resettlement services to match the changing employment market. It will bring into the core Service those requirements recognised and developed during the current contract period, including improved support to the Wounded, Injured and Sick, those subject to Compulsory Discharge, Early Service Leavers, and limited provision for Reservists and Partners.

3. A detailed Statement of Requirement (SOR) will be issued to companies Invited To Negotiate (ITN), this will provide detailed requirements for each of the following categories:

1. Contract Management.
2. Management of Service.
3. Transition Planning.
4. Analysis and Planning.
5. Accreditation, Skills & Knowledge Acquisition.
6. Outcomes for Service Leavers: Employment, Education or Retirement.
7. Support for ESL & ESP Cohort.
8. Specialist Support Programme.
9. Delivering Digital Solutions.
10. Performance Measures and Management Reporting.
11. Social Value.

4. These categories are outlined below. The requirements and scoring mechanisms will be explained in full within the ITN but a separate Outline Evaluation Scoring Matrix is provided with this Contract Notice.

a. **Contract Management.** The Supplier must agree to collaborative working principles and engage with key stakeholders. Working with the Authority, using the template provided, the Supplier must provide a final Contract Management Plan by the Contract Award date, including Quality Management Plan, Security Management Plan, and Outline Implementation Plan, covering three core areas: Managing Performance and Service Delivery, Contract Administration and Managing Relationships.

b. **Managed Delivery of Service.** The Supplier must manage and co-ordinate the service to provide a coherent, resourced, and fully integrated programme of support and guidance to SLs eligible each year, taking full account of each individual SL’s needs and aspirations, availability, and eligibility. This includes promulgation of the annual programme

of activities updated least six months in advance of the programme starting and providing SLs with at least 8 weeks’ notice of place allocation. Following notification of a new registration for the CTP Service, the Supplier must contact the SL within five working days to initiate access to the CTP services. CTP services include unlimited face-to-face contact with a career consultant, or equivalent, and remote access to documentary materials.

c. **Managing the Transition to New Contract Arrangements.** A Contract Transition Period of 9-12-months after Contract Award is envisaged. This period is designed to allow a new Supplier time to put in place all necessary systems, sufficient and suitably qualified resources, documentation sets, relationships, technology, and processes to effectively manage and develop their offering prior to the Operational Commencement Date. A key element of transition is the agreement with the Authority of the Supplier’s Digital Delivery and Social Value strategies which represent significant changes to the CTP.

d. **Analysis and Planning.** SL require access to careers information, job search methods, and planning techniques so they can best evaluate the options most appropriate for their future. This requires the Supplier to provide detailed information and guidance to enable SL to articulate their aspirations and develop a realistic personal plan for their successful transition to civilian life and sustainable employment. The Supplier must provide:

* Sufficient and suitably qualified resources and capability to offer one-to-one, tailored career option advice to SL.
* Access to a Career Consultant within five working days of the request being made by the SL, with no limit to the number of requests that can be made.
* Professionally qualified Career Consultants to a minimum of NVQ4 in Information, Advice and Guidance (IAG) and be accredited to the matrix Standard, the national Quality Standard for IAG on career, learning, work, and life goals.

e. **Accreditation, Skills and Knowledge Acquisition.** SL must be supported and guided by the Supplier to fill gaps in their existing, knowledge, competencies, and qualifications to help secure their chosen employment. This may include the acquisition of vocational skills and experience or mean meeting an individual’s wider needs for resettling into civilian life, education, or retirement. The Supplier must also bring to bear their current market intelligence on emerging employment trends from across all industrial sectors to assist in the design of a relevant programme of vocational courses.

f. **Outcomes for Service leavers: Employment, Education or Retirement.** The Supplier must provide sufficient and suitably qualified resources and capability directly to assist all registered SL to achieve realistic, sustainable outcomes for their transition to civilian life, be that employment (including self-employment), education or retirement. Support must be provided to Service leavers to meet resettlement policy (detailed in [JSP 534](https://www.gov.uk/government/publications/tri-service-resettlement-manual-jsp-534)) for two years before discharge and for two years post-discharge.

g. **Support for Early Service Leavers (ESL).** For those who decide to leave the Armed Services having served for less than four years, the transition to civilian life is considered riskier as they may be more vulnerable. The Supplier must provide practical support to meet ESL needs, including positive and sustainable employment, as well as accommodation and health concerns. The Supplier must provide information on and access to learning on a standby basis to ESLs and those post-discharge and provide practical guidance and referrals for ESLs to Government, Third Sector, and Local Authority services.

h. **Specialist Support Services – CTP Assist.** For those SL classified as Wounded Injured and Sick (WIS) and those that are Medically Discharged (MD), CTP Assist provides a vocationally based Service that delivers an assisted resettlement route with appropriate specialist employment support for those with more complex transitional needs. The Supplier must provide sufficient and suitably qualified resources and capability to provide specialist support and tailored case work to those facing serious obstacles to work. The Supplier must also provide all individuals on CTP Assist with specialist employment case-working support by a dedicated Specialist Employment Consultant (SEC) and access to bespoke vocational and training opportunities.

i. **Delivering Digital Solutions.** The Authority’s vision for the CTP Digital service is to achieve a “One Stop Shop” or online portal, where a Service leaver can find everything, they need to explore their career transition and access relevant services and support. This will require the integration of the CTP Digital Service with existing MOD online applications using cloud-based secure data exchange. This will enable the Digital Service to develop, innovate, and evolve across the full duration of the multi-year Contract. By Operational Commencement Date for this Contract, the Supplier must provide a **minimum** Digital Service that includes:

* A modern website using contemporary technologies that displays all current CTP documentation and guidance relevant to a SL, with current links to other relevant information, in an accessible and easy to use format.
* Access to CTP services through the SL’s chosen Personal Access Devices.
* Software refresh throughout the contract term to adapt the Digital service and remain current with changes to core web browser technical standards and updates to the operating systems used by common access devices.
* Content refresh throughout the contract term to maintain a modern, accessible, and enjoyable user experience.

During the 9-12 month Transition Period and by the Contract Operational Commencement Date, the Supplier delivers to the Authority a Digital Delivery Strategy that details how the Supplier approaches the 10-year lifecycle of the Digital service and includes plans for keeping the Digital service current and innovative over time, while increasing the uptake of CTP services among Service leavers year-on-year

j. **Performance Measures and Management Reporting.** The Supplier must provide robust data on the agreed Key Performance Indicators (KPIs) throughout the term of the contract. KPIs will be measured and judged to clearly demonstrate the performance of the Supplier in key areas crucial to successful outcomes for the Contract and for Service leavers and at timescales agreed with the Authority.

k. **Social Value.** Social Value forms part of HMG’s Contract delivery and monitoring requirements. Full details will be provided within the SOR issued with the ITN, but the following Social Value outcomes have been selected for this Contract and will be monitored formally every 3 months alongside the other KPIs:

* **Effective stewardship of the environment**. MAC 4.2 Influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement.
* **Create new businesses, new jobs and new skills.** MAC2.1: Create opportunities for entrepreneurship and help new organisations to grow, supporting economic growth and business creation.
* **Tackle workforce inequality.** MAC 6.1: Demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce.