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| **Questions** | **Answers** |
| Could you also please confirm if this delivery of services is to be in person or remotely | We would prefer the delivery to be in person, as the individual feedback and interaction is a key enabler for this subject matter.  However, remote delivery may be considered as a means of delivery to mitigate the risks associated with CV-19 as an interim measure. |
| Is there a word count? | No |
| Are you considering remote sessions (C-19 dependant)? | We would prefer the delivery to be in person, as the individual feedback and interaction is a key enabler for this subject matter.  However, remote delivery may be considered as a means of delivery to mitigate the risks associated with CV-19 as an interim measure. |
| We intend to bid for this in partnership, for consortium bids, do we apply under the main company's name and add additional info on the other company in the main body of the written proposal? I did not see a space for consortium bid names?  | If you don’t have a joint consortium name you would need to submit the tender under the lead supplier (and any resulting contract would be with that supplier). You could include a separate statement/document within the tender to detail any other partners/sub-contractors.  |
| Do you want copies of the lesson plans? | Providing your submissions cover all of the elements noted in the SOR, this should allow the evaluators to determine if the tender is hitting the right subject matter or not.  Clearly a lesson plan provides more detail in relation to lesson content and KLPs, but this is not obligatory. |
| Are you looking for the accredited Mental Health First Aid or NUCO Mental Health training course or a bespoke designed content by the provider which could be CPD accredited? | The course content must cover, as a minimum, all of the elements covered in the SOR.  Any additional content and accreditation will be an additional benefit, but this is not a defining element of the training/requirement. |
| Would the trainer be expected to be on-call 24/7? Just considering if they were called out at say 3am and then had to be up to deliver training the next day? Do you have any internal supports available? Any further information to understand what you are looking for would be helpful. | Out of hours support to course attendees is part of the current provision and has been called upon many times.  The course content is very emotive and for some attendees brings past or current issues into sharp focus.  The ability to talk with the trainer confidentially about their feelings or issues is a fundamental part of the offer.  There are no effective internal mechanisms or agencies for personnel to draw on at immediate notice. Out of hours support is part of the provision, and it is not charged separately, but as part of the overall training provision. |
| Can we attach supporting document eg. CVs or do you want them as part of the body of the bid? | CVs can for part of the body of the bid, we do not require these separately |
| What training those attending will have been on previously- do you have other courses available? Will this be a refresher? or the first of its kind? | The Mental Health Awareness, Suicide, Self-Harm and Bereavement course and the Advanced Safeguarding course form a single provision for all RFA personnel.  There is no other training delivered in this area, and this is quite different from the generic Mental Health First Aid and NUCO courses in being tailored for RFA seafarers, taking cognisance of the unique demands of seafaring and the specific issues which RFA personnel experience (this is why the facilitator requires to have in-depth knowledge of seafaring and of the RFA) |
| Please can you confirm if you would be interested in a digital learning solution for this training? | We would prefer the delivery to be in person, as the individual feedback and interaction is a key enabler for this subject matter.  However, remote delivery may be considered as a means of delivery to mitigate the risks associated with CV-19 as an interim measure. |
| Are you able to provide copies of any internal policies / procedures for safeguarding and mental health awareness / first aid / care / reporting to enable us to ensure we can bespoke this course to your organisations specific needs? | Safeguarding policies will be made available to tenderers.  It should not be further disseminated and should be used only for the purposes of formulating a bid. |
| Are there any additional mental health risk factors / causes of stress that are specific to your organisation that we should be aware of?  | The training provider should develop the training course specifically for the needs of RFA seafarers and those civilian staff who support seafarers.The training provider should be actively liaising with the MCA to ensure that the content leads best practice for the maritime sector.  |
| How likely is it that the training courses will not be able to take place at HMS Nelson Learning & Development Hub? | Training courses will normally take place at HMS Nelson Learning Hub.  As per the Schedule 1 Statement of Requirement (SoR) in the ITT, suppliers should be prepared to deliver at alternative locations.  This should be assumed as mean alternative MoD facilities, including RFA vessels berthed in UK ports. In the event that courses cannot be delivered face-to-face due to Covid 19 restrictions, the supplier will ideally have a proven contingency arrangement to deliver virtual training, including one-to-one support. |
| If training cannot be undertaken at HMS Nelson do you have any business arrangements with other or preferred learning centres, e.g. the university, to hire rooms at preferential rates? | Training courses will normally take place at HMS Nelson Learning Hub.  As per the Schedule 1 Statement of Requirement (SoR) in the ITT, suppliers should be prepared to deliver at alternative locations.  This should be assumed to mean alternative MoD facilities, including RFA vessels berthed in UK ports.  |
| Is there a way we are able to display an alternative price for the training should we have to source an alternative location to ensure the prices are as cost effective as possible for you? | Training courses will be delivered at HMS Nelson Learning & Development Hub, suitable spaces are arranged by the RFA member of the LDO. However, the provider should be prepared to deliver training at alternative locations if required. Alternative locations should be assumed to mean alternative MoD facilities, including RFA vessels berthed in UK ports |
| Could we please have further information on the RFA People Vision? | The RFA People Vision will be made available to tenderers.  It should not be further disseminated and should be used only for the purposes of formulating a bid. |
| How many students will be trained and how many courses will be required each year? | For the Mental Health Awareness course, 16 x two-day training events should be provided with 12 places on each course, training up to 192 personnel per year for the next 5 years.For the Safeguarding course, 16 x one-day training events should be provided (to run the day following completion of Mental Health Awareness courses on dates agreed with RFA Training Cell) with 14 places on each course, training up to 224 personnel per year for the next 5 years. |
| Do instructors require security clearance? | Yes.  Facilitators will require a Security Clearance (SC) and will require a Contractor pass to enter HMNB Portsmouth.   |
| Will mess accommodation access be provided by the client for the instructors? | No, Facilitators should arrange their own accommodation, and this is to be borne by the successful tenderer as part of the contract. |
| Please confirm if a parent company guarantee or bank guarantee is required? | We are not requesting a bank guarantee to be returned with the tender but we do reserve the right to request one in future under the contract if there are any concerns with the financial health of the contracted supplier |
| Please confirm if a performance bond is required? | No |
| The contract delivery date is the 1st April 2021. Are courses required to commence immediately or could the first course begin in May 2021, for example? | The contract should commence as soon as is practicable to ensure operational capability is maintained.FY 21-22 courses are programmed for fixed dates to accommodate personnel and facility planning.  These dates should be adhered to and there should be no gap in provision.  |
| Within the clarification questions, you mention that *FY 21-22 courses are programmed for fixed dates to accommodate personnel and facility planning.  These dates should be adhered to and there should be no gap in provision.*Can you confirm the dates for FY 21-22, please? | The dates planned for the remainder of 2021 appear in the table below and are fixed due to availability of the training space in HMS Nelson.  Firm dates for 2022 will not be available until after the end of the period for tender questions, but will follow a similar pattern and will be set by the Authority dependent upon availability of the training space. MHA and Safeguarding courses run consecutively as per SoR.

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| April  | 6th, 7th and 8th13th, 14th and 15th |
| May  | 4th, 5th and 6th11th, 12th and 13th |
| June  | 1st, 2nd and 3rd8th, 9th and 10th |
| July  | 13th, 14th and 15th20th, 21st and 22nd |
| August  | No courses planned |
| September  | 7th, 8th and 9th14th, 15th and 16th |
| October  | 5th, 6th and 7th19th, 20th and 21st |
| November  | 2nd, 3rd and 4th16th, 17th and 18th |
| December  | 7th, 8th and 9th14th, 15th and 16th  |

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| Does the winning tenderer retain the Intellectual Property for their courses and any content developed during the course of the contract? | Yes, the course and bespoke material will remain the IP of the tenderer  |
| Due to COVID-19, is it possible that you would require any of the Mental Health Awareness or Safeguarding training to be delivered online? | We would prefer the delivery to be in person, as the individual feedback and interaction is a key enabler for this subject matter.  However, remote delivery may be considered as a means of delivery to mitigate the risks associated with CV-19 as an interim measure. |
| Please confirm what “out of hours” support is expected for those during the three-day course.  | The facilitator (trainer) should be available for delegates to contact via telephone throughout the period of the course when not conducting training.  Out of hours support to course attendees is part of the current provision and has been called upon many times.  The course content is very emotive and for some attendees brings past or current issues into sharp focus.  The ability to talk with the trainer, (who will be a MH professional or have extensive experience in MH settings) confidentially about their feelings or issues is a fundamental part of the offer.  There are no effective internal mechanisms or agencies for personnel to draw on at immediate notice, and the facilitator should also include a confidential mechanism for delegates to disclose any issues they may have going into Day 2 which builds a supportive environment.  The current supplier provides this out of hours support as a part of the provision, it is not charged separately but as part of the overall training provision. |
| Is there a word limit for the written proposal detailing how we intend to deliver the requirement? | No there is no word count for the proposal. |
| Is there a requirement for bidders to submit a narrative response and if so are there any word/page limits? | A written proposal included detailing how you intend to deliver the requirement is required. There is no word limit |
| Are there any costs associated with booking rooms at HMS Nelson Learning & Development Hub. If so, can these be shared so they can be included in the budgets? | There is no cost for booking training room at the Hub. |
| Is this a free format proposal or is there a prescribed structure with specific questions to answer? Can we submit our proposal in our own template in pdf? | The proposal can be free form or in our own template but must cover all the elements of the Statement of Requirement and set out in accordance with Section D of the tender document. You must also ensure all aspects of the tender submission checklist are completed |
| Noting the content requested in ‘D22. Technical Criteria Table’, does the RFA have any expectation around the level of detail required in proposals? For example structure, number of pages, or word count? | Proposals should contain sufficient detail to enable technical evaluation as per ITT paragraphs D16-D21 |
| What Mental Health Awareness and Safeguarding training have personnel received previously and what was covered? Were / are these courses accredited? What was the outcome of the evaluation of any training?  | The MHA and Safeguarding training provision for RFA personnel is contained within these courses.  The existing courses have been evaluated and recognised by the Merchant Navy Training Board (MNTB), the Maritime and Coastguard Agency (MCA) and the Maritime Charities Group (MCG).   The existing courses are the basis for the **MNTB Standard for Mental Health Awareness and Wellbeing Training**.  As per the ITT Statement of Requirement (SoR):“*The training provider should be actively liaising with the MCA to ensure that the content leads best practice for the maritime sector*.” |
| What specific H&S plans and risk assessments would you expect to see? | Proposals should contain sufficient detail to enable technical evaluation as per the ITT |
| We note you have highlighted ‘understand self-harming’ within the course content for Mental Health Awareness training. Is there a particular prevalence of self-harming amongst RFA personnel? In what ways are the RFA seeing self-harming behaviour? | As per the ITT Statement of Requirement (SoR):*“The training provider and (where different) the facilitator should have extensive experience of working within mental health settings and an in-depth understanding of the maritime environment, seafarer employment and where possible, an in-depth knowledge of the RFA service in order to understand the particular risk and stress factors for RFA seafarers and to understand the organisation as a whole”.*And:*“The training provider should develop the training course specifically for the needs of RFA seafarers and those civilian staff who support seafarers”.* |
| Is the Safeguarding training specifically in relation to mental health or do this refer to safeguarding of adults in the wider context e.g. physical, etc? | Please refer to the ITT Statement of Requirement (SoR).  Safeguarding training should cover all aspects of safeguarding. |
| With reference to the Safeguarding training (‘e. Detailed categories of abuse; understanding of signs and symptoms’) what categories of abuse would you envisage being covered? | Proposals should contain sufficient detail to enable technical evaluation as per ITT  |
| We note the different numbers of personnel expected to attend the Mental Health Awareness training and Safeguarding training, with fewer expected to attend the former. What is the difference in the roles expected to attend these courses? | There is generally no difference in roles for attendees on MHA versus Safeguarding courses.  The intent is to streamline the appointing process such that attendees will attend both courses consecutively, there is an element of headroom in Safeguarding attendee numbers to accommodate appointment of individuals to specific tasks where Safeguarding is especially required. |
| Is the Mental Health Awareness training expected to be attended by all ranks and grades? | Please refer to the ITT Statement of Requirement (SoR)  |
| How does this training fit into the MoD’s mental health training vision and into the Royal Navy’s OP REGAIN? | The provision of training aligns with the MOD Mental Health and Wellbeing strategy.  Project Regain does not include RFA personnel – in this respect please note that as per the ITT Statement of Requirement (SoR):*“The training provider and (where different) the facilitator should have extensive experience of working within mental health settings and an in-depth understanding of the maritime environment, seafarer employment and where possible, an in-depth knowledge of the RFA service in order to understand the particular risk and stress factors for RFA seafarers and to understand the organisation as a whole”.*And: *“The training provider should develop the training course specifically for the needs of RFA seafarers and those civilian staff who support seafarers”.*        And:        *“Training should be suitable and specific to the RFA Service and should be maritime seafarer focussed”.*All the above statements should be assumed to include an in-depth understanding of the differences between RFA Seafarers, Service Personnel and MOD Civil Servants as regards employment, conditions of service, work patterns and support mechanisms. |
| We don't have the requisite maritime experience - would that rule us out immediately, or is there scope to submit a response with our extensive subject matter expertise and course tailoring skills behind us? | If you are able to tailor your proposal so that it covers all the deliverables listed in the Statement of Requirements, we would still encourage you to submit a tender. |
| How are the RFA personnel selected for the trainings? Do they sign up or is there a process? Is this something you expect the provider to manage? | RFA personnel will be nominated to attend by the Authority according to availability and seagoing appointment cycle– there is no provider involvement required in this processA nominal is sent to the provider prior to the commencement of each course. The provider informs the Authority point of contact of those who have successfully completed the course and if any of the delegates are no-shows. |
| Are there any particular emotional complexities or mental health challenges which the Authority have flagged as specific or prevalent within the RFA workforce already? | As per the Schedule 1 Statement of Requirement:*The training provider and (where different) the facilitator should have extensive experience of working within mental health settings and an in-depth understanding of the maritime environment, seafarer employment and where possible, an in-depth knowledge of the RFA service in order to understand the particular risk and stress factors for RFA seafarers and to understand the organisation as a whole.*  |
| On page 13 in the ITT, when speaking of the costings and giving an example there is a section that says 'Estimated additional cost to Authority to facilitate trainee attendance at course' what additional costs are the Authority expecting?  | There should be no additional costs as training should be delivered on-site |
| Are the Authority happy to have bespoke trainings tailor made to their need, or are they looking for a specific methodology/certification 'off the shelf'?  | The training should be bespoke and be suitable and developed specifically for the needs of RFA seafarers and those civilian staff who support seafarers |
| Please clarify that there are no specific method statement questions to be answered, and that tenderers are required to create their own written proposal to show how they meet the statement of requirements? | Correct |
| Please clarify that there are no restrictions on word limits, design of proposal, or the use of images in the written proposal, other than those listed in Section C? | Correct |
| Please confirm whether Advanced Safeguarding training is to cover adult safeguarding only or adults and children safeguarding? | The training provider should develop the training course specifically for the needs of RFA seafarers and those civilian staff who support seafarers.The training provider should be actively liaising with the MCA to ensure that the content leads best practice for the maritime sector |
| For the avoidance of doubt and for clarity; with regards the Advanced Safeguarding Training, can I ascertain the age of the audience of whom we would be training. There are a number of levels of safeguarding focuses from young children through to adults and everything in between | The training should be bespoke and be suitable and developed specifically for the needs of RFA seafarers and those civilian staff who support seafarers |