

The "user" in this document is Defence (Joint Intelligence Training Group)

OFFICIAL - COMMERCIAL

The "Service Provider" in this document is the contracted party.

Unique Identifier	Subheading / Category	Requirement	Justification	MOE	Validation Criteria	Performance Standard	Remarks
				Threshold			
DST1	Command and Control	Service Provider will provide competent and trained staff that will work within and collaboratively with JITG.					
DST1.01	Command and Control	Service Provider shall have an independent corporate identity.	Experience of other military training establishments with a combined Mil/Civ instructor cadre indicates that this is vital. Service Provider staff will need to be readily identifiable to trainees and visitors.	a. Service Provider will fund and supply their staff with a clearly defined corporate uniform, identifying staff as their employees.	Service Provider staff are clearly identifiable on-site during working hours.	Service Provider staff are clearly identifiable on-site during working hours.	
DST1.02	Command and Control	Service Provider will deliver the exercise schedule agreed at the start of the Training Year (TY) and be compliant with working time regulations.	DISTE activity requires 50 weeks of support annually.	a. Service Provider will support a total of 50 weeks of activity with 2 weeks allocated annually to Christmas and New Year stand-down. b. Service Provider will be responsible and accountable for the management of it's staff and ensure that the exercise schedule is delivered. c. Hours within a day are to be determined by exercise schedule.	Work sheets to be provided to the User on a monthly basis.	All Exercises are to be started / completed as scheduled.	
DST1.03	Command and Control	The Service Provider will provide staff qualified to deliver synthetic Exercises to the required standard to a Military audience.	The unique nature of synthetic and group training demands that it is delivered by a highly professional and credible Service Provider.	a. Service Provider staff responsible for exercise and instructional delivery must be qualified to DTTT (V2) or a minimum of Level 4 Cert Ed (iaw JSP 822) qualified. b. Service Provider staff responsible for delivering training must have previous training delivery experience. c. All Service Provider staff must be DTTT (V2) or a minimum of Level 4 Cert Ed (iaw JSP 822) qualified.	Competence will be demonstrated within staff CV.	a. The User will have access to CVs prior to staff employment. b. The User will have access to the qualification certificates prior to staff employment.	
DST1.04	Command and Control	Service Provider shall ensure the exercise is delivered in accordance with the Defence Systems Approach to Training (DSAT).	This is to ensure endorsed strategic principles, which underpin all training management functions. The DSAT provides the following: a. A means of ensuring that individual training and education is delivered to meet the operational/ business requirements of the MOD. b. A framework against which a training organisation/school can develop and implement the Quality Management System that best meets their operational/business need. c. A Defence-wide benchmark against which the management and provision of individual training and education can be evaluated and good practice identified and implemented across the MOD.'	a. Service Provider staff must have previous experience in Defence training and must be DTTT (V2) or a minimum of Level 4 Cert Ed (iaw JSP 822) qualified. b. Service Provider staff will work within the Exercise TOs stated in the relevant DSAT documentation.	Competence will be demonstrated within staff CV.	a. The User will have access to CVs prior to staff employment. b. The User will have access to the qualification certificates prior to staff employment.	
DST1.05	Command and Control	Service Provider shall ensure that an appropriate number of staff are employed to support the schedule at any given time.	An appropriate number of staff is required at all time to ensure that training is fully delivered in a safe and secure environment.	a. The Schedule, published and agreed following the CEB (usually December) of the previous TY, will be met in full by the Service Provider. b. The TOs for each and every Exercise will be met in full	The Schedule will be met in full.	a. An annual report on the Schedule delivered shall be produced by the Service Provider for the User. b. Exception reports are to be produced monthly by the Service Provider for the User.	
DST1.06	Command and Control	Service Provider will identify a team leader (TL) for Service Provider staff employed in the DISTE.		a. Service Provider shall ensure that at least one member of staff has the knowledge, skills and experience to undertake the day-to-day management. b. The identified member of staff will be responsible for Service Provider staff on site at JFC Chicksands. c. The identified member of staff will be responsible for the H&S of JITG trainers and trainees in the DISTE facility.	Competence will be demonstrated within staff CV.	a. The User will have access to CVs of all Service Provider staff prior to employment. b. The Service Provider shall ensure that in the event of TL absence an individual with comparable competence will be provided. c. The User will have the right to veto the employment of Service Provider staff if they are considered a risk to the facility, employees at JFC Chicksands or the site itself.	

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DST1.07	Command and Control	Service Provider is responsible to the User for ensuring that staff read, understand and comply with all legislation and local policy and procedures.	Service Provider is responsible to the User for ensuring that staff have read, understood and adhered to all site rules and policies.	Service Provider will fully comply with (to be confirmed at contract award): <ul style="list-style-type: none"> • UK Legislation: H&S at Work Act • JSP 375 Management of H&S in Defence • JSP 418 MOD Corporate Environmental Protection Manual Vols 1 & 2 • JSP 426 MOD Fire safety manual • JSP 815 Defence Environment & Safety Manual • JFC Chicksands H&S Local Site Policy & Standing Orders • JITG H&S Policy & Standing Orders • JSP 440 The Defence Manual of Security • JFC Chicksands Security Local Site Policy & Standing Orders • JSP 747 Information Management • JITG Security Policy & Standing Orders • JITG Standing Orders • JSP 101 - MOD Communications. 	a. All Service Provider staff are to complete JITG Induction course within one month of arrival. b. All Service Provider staff will complete annual mandatory courses as determined by the User (not to exceed 5 working days). c. Service Provider will maintain a Training Records for all courses (including mandatory) completed by Service Provider staff.		
DST1.08	Command and Control	Service Provider is to provide staff who are security cleared to the required level.		a. Prior to gaining access to JFC Chicksands, Service Provider staff will be: <ul style="list-style-type: none"> • Disclosure Barring Service (DBS) cleared • Vetted to SC level by Defence Business Service, National Security Vetting (DBS, NSV) b. Service Provider will ensure that a review of their staff's security clearance is completed every year, iaw Government policy.	a. The User will have sight of the DBS certificates and security clearance before individuals start date. b. The User will have sight of the clearance certificates within 2 working days of their renewal date.	a. The User will have sight of the DBS certificates and security clearance before individuals start date. b. The User will have sight of the clearance certificates within 2 working days of their renewal date.	Security clearances, DBS and/or CRB will be at a cost to the contracted party.
DST1.09	Command and Control	Service Provider shall ensure that all staff are aware of current military practice and doctrine.	To provide a level of assurance that the personnel can reflect currency in the field they are delivering. Required for contingency training and to be seen by the end users as relevant/credible.	All Exercises are amended to reflect changes in joint and single service publications. To include: <ul style="list-style-type: none"> a. DCDC b. JSP 398 UK Rules of Engagement (ROE) 	a. Service Provider will ensure staff read all relevant documents. b. Training Records are maintained and signed off by staff. c. Competence will be demonstrated within staff CV.	a. Service Provider staff Training Records will be reviewed by the User on an annual basis. b. All Exercises correctly reflect current military practice, doctrine and FOE iaw joint and single service publications. c. The User will have access to CVs prior to staff employment.	The TRA will define the requirement which is cascaded into the Exercise design process as approved by the relevant CEB.
DST1.10	Command and Control	Service Provider is required to be adaptable (volume, timings, competency requirements) in the enabling of training to qualified personnel.	To meet changes in requirement: both competency and volumes, driven by operational need.	Service Provider with the User, will manage cancellations and reschedulings.	Service Provider will adhere to the direction given by the User.	Where the Service Provider fails to adhere to reasonable and appropriate User requests during an Exercise, both the User and Service provider will raise an Exception report within one working days of the event.	
DST1.11	Command and Control	During Exercise run time, Service Provider will adhere to the direction given by the User.		Service Provider will adhere to the direction given by the User.	Service Provider will adhere to the direction given by the User.	Where the Service Provider fails to adhere to reasonable and appropriate User requests during an Exercise, both the User and Service provider will raise an Exception report within one working days of the event.	
DST1.12	Command and Control	Service Provider shall ensure any incident involving a trainee is immediately reported to the User.	To ensure duty of care and discipline lines of management / care of trainees are adhered to.	All behaviour in breach of Service core values are reported within 1 hour of the event occurring.	Service Provider will report all incidents.	Where an incident occurs between a trainee and Service Provider staff, both the User and Service Provider will raise an Exception report within one working day of the event.	
DST1.13	Command and Control	Service Provider will demonstrate knowledge and expertise in Collection, Processing and Exploitation of Intelligence information in order to enable training.	The intelligence processes are fundamental to each Exercise. Expertise in this area is therefore considered fundamental to the success of the DISTE.	Service Provider will provide individuals on site who have: <ul style="list-style-type: none"> a. Proven experience in a J2 environment. b. Held, as a minimum, the rank of SNCO. 	Competence will be demonstrated within staff CV.	The User will have access to staff CVs prior to individuals employment.	
DST1.14	Command and Control	Service Provider shall work collaboratively with MOD synthetic training leads (in particular the Defence Simulation Centre (DSC)) and any other MOD service provider, to ensure the delivery of training is compliant.	To maximise the quality of training, Service Provider will engage with other STEs to ensure currency of training.	a. The exercises run iaw the agreed Schedule b. The facility is compliant with legislation, policies and procedures. c. The facility is safe and secure at all time.	a. The exercises run iaw the agreed Schedule b. The facility is compliant with legislation, policies and procedures. c. The facility is safe and secure at all time.	a. The exercises run iaw the agreed Schedule b. The facility is compliant with legislation, policies and procedures. c. The facility is safe and secure at all time.	
DST1.15	Command and Control	Service Provider will work within the endorsed JITG Business Continuity Plan (BCP).	All activity must be in accordance with safety policy and legislation.	Service Provider will agree and comply with all JITG procedures within the BCP.	Service Provider will participate in all BCP exercises.	The User will provide an annual report with details of non compliance to the User	
DST2	Training Administration	To ensure that STE is meeting its potential and that the contract KPIs are being met					

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DST2.01	Training Administration	The service provider is to use a training and exercise management system to produce, maintain, run and manage all trainees exercise and scheduling data related to the smooth running of all DISTE exercises.	To ensure consistency between Exercise material and iterations.	The service provider will exploit the exercise management system to deliver all relevant facility and planning data to afford transparent compliance with the User.	a. Service provider will ensure that all DISTE activity is compliant with DSC standards and policies. b. Regular auditing of standards will take place within routine procedures. c. The DISTE facility is to effectively and efficiently utilise the exercise management system for all DISTE facility management.	a. Service provider will ensure that DSC standards are met and exceeded wherever possible. b. TDD auditing standards are met and exceeded.	Exonaut will be the exercise management system used.
DST2.02	Training Administration	Training Compliance and Policy	Service Provider must comply with MOD policies, procedures and guidance on training.	Service Provider must comply with: JSP 200 Statistics JSP 822 Defence Systems Approach to Training (DSAT) JSP 898 Defence Direction and Guidance on Training, Education and Skills JSP 940 MODS Policy for Quality JITG local policies and procedures	All software is to be DTEC compliant.		
DST3	Training Design	Service Provider will work with the User to design training Exercises.					
DST3.01	Training Design	Service Provider will design and develop Exercises in partnership with Training Wings to reflect operations and current military doctrine and concepts.	Training must be operationally relevant.	Service Provider will be provided with relevant documents and must have a process in place to maintain the operational effectiveness of the Exercise iaw: a. DCDC b. Relevant JSAs c. Single Service guidance. d. DSC	a. Exercise will be reviewed annually by the User for currency. b. Service Provider will maintain signed Training Records for assurance that research and awareness is maintained.	a. The User will review Training Records on an annual basis. b. All Exercises will adhere to and reflect the relevant MOD and JITG documents.	
DST3.02	Training Design	Service Provider will design and develop Exercises to meet the Training Objectives (TO) of each course in partnership with Exercise owners / TRAs.	Exercise owners (TRAs) define TOs that in turn must be crafted into training exercises/serials that deliver those objectives by User and Service Provider.	a. Service Provider staff responsible for Exercise development must demonstrate previous experience and competence in training design. b. All Exercises (including scenarios, vignettes and associated staff work) created by Service Provider will remain the property of the MOD; the MOD shall have free user rights to said Exercises. c. Exercises designed will fully comply with the requirements as set out by the TRA.	a. Exercise Objectives are all met. b. Experience/Competence will be demonstrated within staff CV.	a. All new Exercises and any major changes will be tested by the Service Provider and the User iaw MTM prior to endorsement. b. The User will endorse (sign off) initial design of the Exercises. c. The User will review and endorse (sign off) any further amendments. d. The User will have access to staff CVs prior to individuals employment.	
DST3.03	Training Design	Service Provider will design and develop Exercises to enable the formative and summative assessment of trainees (iaw the relevant Assessment Strategy (AStrat) and Assessment Specification (ASpec)) both as individuals and as a group.	Current Enabling Objectives (EOs), TOs, ASrats and ASpecs require that trainees are assessed on outputs of verbal and written briefings.	Service Provider staff must have experience of designing training Exercises that include individual and group assessments.	a. Exercises meet all the assessment parameters. b. Experience will be demonstrated within staff CV.	a. All new Exercises and any major changes will be tested by the Service Provider and the User iaw MTM prior to endorsement. b. The User will endorse (sign off) initial design of the Exercises. c. The User will review and endorse (sign off) any further amendments. d. The User will have access to staff CVs prior to individuals employment.	
DST3.04	Training Design	Service Provider will ensure that a rigorous version control process is in place.	To ensure Exercises remain realistic, relevant and auditable.	The Service Provider must have a robust and auditable change process in place agreed with the User and iaw JITG policies and procedures.	a. The Service Provider will have clearly defined change and configuration control processes. b. The JITG policy for Request For Change (RFC) must be adhered to. c. All changes to exercises will be properly recorded.	a. Service Provider to provide a copy of the Change and Configuration Control processes to the user for annual review and endorsement. b. RFC Log to be included in monthly report to the User.	
DST3.05	Training Design	Service Provider will design exercises for the whole mission cycle, covering the full Plan, Brief, Execute, Debrief cycle.	In order to communicate the mission plan to all participants.	a. Service Provider must have experience of delivering team exercises across the full mission cycle. b. Service Provider shall have a working knowledge of MOD units, functions and structure to enable Exercise planning.	Experience will be demonstrated within staff CV.	The User will have access to staff CVs prior to individuals employment.	

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DST3.06	Training Design	Utilising the DISTE servers, the Service Provider is to provide a suitable software package to support synthetic training in the DISTE and on the JITG TLAN.	Critical requirement of the DISTE is to support and enable exercise design, delivery and development.	Software used for synthetic training within the DISTE is to be DTEC compliant. Redacted information -EXONAUT will already be in use on the TLAN.	DTEC compliance and the successful delivery of training exercises.	Pioneering Intelligence synthetic training support delivered.	OFSTED and JFC Audit - assessment of effectiveness.
DST3.07	Training Design	Service Provider is to routinely load and use the most current DATE scenario for use in the DISTE, ensuring that operational intelligence development of the scenario is continually done in partnership with TDD.	Critical requirement of the DISTE is to support and enable exercise design, delivery and development - the DATE scenario will be the foundation for this work.	All exercises can use the most up to date DATE scenario and that operational intelligence development of the scenario is routinely done in partnership with TDD.	All training objectives are met by the scenario and that any internal developments with DATE exceed expectations.	Pioneering Intelligence synthetic training support delivered.	OFSTED and JFC Audit - assessment of effectiveness.
DST4	Enable Training Delivery	Service Provider will enable training and deliver Assessment Exercises within the DISTE facility in accordance with the agreed schedule and all policies and procedures.					
DST4.01	Enable Training Delivery	Service Provider is responsible to the User for enabling the delivery of all Exercise TOs.	Service Provider is responsible to the User for enabling the delivery of all Exercise TOs.	a. The endorsed Exercises are to be delivered as agreed.	Exercise TOs are met in full.	a. A monthly report is to be provided by the User on each of the Exercises delivered and whether the TOs were met. b. A monthly report from Service Provider to the User on exercise delivery and trainees feedback.	
DST4.02	Enable Training Delivery	Service Provider will enable Training Wings to deliver Exercises to the appropriate skill level defined in the TOs to meet the Exercise assessments.	This needs to happen in order to meet the course(s) Formal Training Statement (FTS).	a. Service Provider staff must have previous experience in Defence training and must be DTTT (V2) or a minimum of Level 4 Cert Ed (iaw JSP 822) qualified. b. Service Provider staff will work within the Exercise TOs stated in the relevant DSAT documentation.	a. Competence will be demonstrated within staff CV. b. Service Provider staff must be compliant with JSP 822.	a. The User will have access to CVs prior to staff employment. b. The User will have access to the qualification certificates prior to staff employment.	
DST4.03	Enable Training Delivery	Service Provider will deliver repeatable consistent Exercises to trainees.	To provide consistent Exercise conditions for assessment purposes and where necessary, appropriate to the reinforcement of training.	Service Provider staff must have experience of working to Assessment Strategy (AStrat) and Assessment Specifications (ASpec) or their equivalents.	a. Competence will be demonstrated within staff CV. b. Service Provider staff must be compliant with JSP 822.	The User will have access to CVs prior to staff employment.	
DST4.04	Enable Training Delivery	Service Provider will deliver an immersive Exercise.	An immersive exercise will lead to a feeling of suspension of reality, with the trainee's senses being stimulated to a level whereby he / she is able to forget he / she is an STE and concentrates fully on the task mission.	Service Provider staff must have previous experience in the delivery of synthetic training.	a. Competence will be demonstrated within staff CV. b. Service Provider staff must be compliant with JSP 822.	The User will have access to CVs prior to staff employment.	
DST4.05	Enable Training Delivery	Service Provider shall have the ability and capacity to run more than one exercise concurrently when necessary	Due to the potential of a clash of course programmes (i.e. the STE may be required to be used by a) two training Wings at the same time or b) one training Wing may have two STE exercises planned for the same timeframe).	The Exercise schedule published at the beginning of the TY will be met in full by Service Provider.	The Schedule will be met in full.	At the end of the TY a report on the Exercises delivered against the agreed Schedule will be produced for the User by the Service Provider.	
DST4.06	Enable Training Delivery	Service Provider shall support the User in delivering Exercises that ensure military ethos, discipline and culture are instilled.	The military operates by a set of strict values and standards which instils pride, professionalism and discipline in our men and women. Trainees are expected to learn not only what the values and standards are but more importantly what they mean and how they apply to their conduct.	a. Service Providers staff act appropriately and with respect b. Any disciplinary action to be taken against a trainee will be managed by the User.	a. Service Providers staff act appropriately and with respect b. Any disciplinary action to be taken against a trainee will be managed by the User.	Exception reports shall be provided by the Service Provider and / or the User within one working day of any inappropriate behaviour.	
DST5	Training Review and Assessment	Service Provider shall enable the review, amendment, currency and most recent training materials and delivery methods in accordance with the needs of the User					
DST5.01	Training Review and Assessment	Service Provider shall evaluate trainee participation and, on advice from the User, adjust pace of Exercise in relation to trainees' competence.	a. Service Provider needs to be flexible and adaptable to tailor the scenarios as they unfold. b. If interactions cannot be evaluated and appropriate feedback given, participants cannot learn the right lessons about working with other force elements in Joint, Collective arenas. This will, at best, lead to wasted training opportunities and at worst, to negative training.	Service Provider staff must have previous experience in the delivery of synthetic training.	Experience will be demonstrated within staff CV.	The User will have access to CVs prior to staff employment.	

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DST5.02	Training Review and Assessment	Service Provider shall support the User in an annual review of all Exercises, to ensure that each Exercise is operationally relevant, accurate and meets the TOs.	a. To ensure Exercise and Assessments remains realistic and relevant as situations change. b. Training cycle to ensure currency and competency is maintained and that the Exercises are meeting the formative and summative evaluations required by the training course.	a. A review will be conducted and recorded at least once every 12 months. b. Service Provider will provide access to the facility and data as requested in support of the review. c. Any amendments will be properly documented within the Change and Configuration Control processes.	a. All Exercises will be reviewed and endorsed. b. The Service Provider will ensure that a rigorous version control process is adhered to. c. All changes to Exercises will be recorded. d. All requests for data to be met within one working day.	a. Service Provider to provide details of the Change and Configuration Control processes annually to the User for review. b. RFC register to be included in the monthly report to the User.	
DST5.03	Training Review and Assessment	Service Provider shall support JITG where necessary in assurance activities comprising of: Evaluation, Inspection or Audit.	a. First Party. Assurance activity conducted by the training deliverer for internal purposes, which can form the basis of an organisation's self-declaration of conformity and provide the basis for continuous improvement. b. Second Party. Assurance activity conducted by, or on behalf of, parties having an interest in the training deliverer, including the Training Delivery Authority, customers and higher authorities. c. Third Party. Assurance activity conducted by organisations independent of the Training Delivery Authority and its Chain of Command.'	a. Service Provider will comply with all JITG audit and assurance policies and procedures. b. All activity / Exercise data shall be captured to provide evidence based feedback for design and development.	All requests will be actioned within one working day.	a. Exception reports are to be produced within 5 working days by the auditor and forwarded to the User and the Service Provider. b. All audit reports to be shared between the User and Service Provider.	
DST5.04	Training Review and Assessment	Service Provider shall manage After Action Reviews or 'lessons learned' process for each Exercise.	If an Exercise cannot be adapted then any 'lessons learned' will be meaningless and the Exercise will not be able to evolve. To ensure training remains realistic and relevant as situations change.	a. The Service Provider must demonstrate use of After Action Reviews. b. Feedback will be collated and provided to the User. c. Any actions resulting from feedback will be appropriately recorded and the Exercise amended. d. The appropriate version control process will be adhered to.	a. An After Action Review register will be created, maintained and updated by Service Provider. b. An appropriate configuration control process will be adhered to.	a. The User will endorse all amendments to an Exercise. b. The AAR register will be reviewed annually by the User.	
DST6	Facility Management	Service Provider will ensure that the facility is fit for purpose, safe and secure, for all staff, trainees and visitors in accordance with both legislation and local policy and procedures.					
DST6.01	Facility Management	Service Provider shall ensure all the users of the DISTE facility are safe and that appropriate Health and Safety (H&S) procedures are in place and utilised.		a. Service Provider shall provide an endorsed safety management plan b. Service Provider will ensure safety management plan is reviewed annually by the User. c. Service Provider is to ensure the safety management plan is maintained so as to be accurate and current. d. Service Provider will be fully compliant with H&S audits. e. The User will provide suitably qualified, experienced personnel at all times to manage trainees.	Service Provider will have procedures in place to ensure the safety of the facility and all users.	a. A report on any major H&S issues shall be produced for the User at the time of the event b. The User shall ensure that the appropriate organisations are informed in the event of a H&S incident or near miss. c. The User will endorse and audit the H&S procedures on an annual basis. d. The User will endorse and audit fire procedures and fire equipment on an annual basis. e. The Service Provider will provide the User with the Accident Book for an annual review.	H&S training and qualifications will be at a cost to the contracted party.
DST6.02	Facility Management	Service Provider shall ensure the training facility is secure at all times.	Service Provider shall ensure the training facility is secure at all times.	Service Provider will ensure compliance with JSP 440, JFC Chicksands local site policy and Standing Orders, JITG security policy and Standing Orders.	Service Provider will have procedures in place to ensure the security of the facility and users.	a. A report on any breaches of security shall be produced by the Service Provider for the User at the time of the event. b. The User will endorse and audit the security procedures on an annual basis.	
DST6.03	Facility Management	Service Provider shall ensure they are sufficiently insured to enable training for users.		Service Provider will ensure that their staff are insured iaw DEFCON76	Service Provider will provide details of professional indemnity certificate and insurance limits to the User	Service Provider will provide details of professional indemnity certificate and insurance limits to the User	Insurance will be at a cost to the contracted party.
DST6.04	Facility Management	Service Provider will deliver effective presentations and capability briefs to training audiences and visitors.	The DISTE will be a unique Defence capability worthy of showcasing.	Service Provider staff will create and deliver Briefs relating to the development and running of the DISTE.	Briefs will be delivered as required.	a. Briefings to be iaw JITG Branding policy and procedures. b. Briefings will be approved by the User.	
DST6.05	Facility Management	Service Provider will prepare the facility at the start of each day / Exercise.	To ensure realistic Exercises are provided to meet competency requirements.	All rooms to be used during an exercise will be prepared iaw the specific Exercise criteria prior to arrival of trainees.	a. At the start of a training day everything will be prepared by Service Provider staff and be in place for trainers and trainees. b. Exercises will all start to time with no requirement for room reconfiguration or equipment failures.	Exception reports are to be produced and actioned monthly by the User.	

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DST6.06	Facility Management	Service Provider will ensure equipment is available and sufficient to meet the Exercise requirement.	To allow alternative arrangements (such as rescheduling of training) or concession (equipment without ancillary equipment) to be implemented.	Service Provider will notify the User of equipment shortfalls at least 2 working days prior to expected use.	All Exercises will have the appropriate functioning equipment.	a. Monthly exception reports are to be produced by the User to record where and when equipment has been inadequate for an Exercise. b. The Service Provider will provide a monthly report on equipment availability	
DST6.07	Facility Management	Service Provider shall ensure servicing and inspection plans do not negatively impact training delivery where possible.	To reduce the impact on training delivery.	Service Provider will work with MOD staff and contractors to ensure that all servicing and inspection plans are completed as required.	All servicing and inspection checks will be completed. These include, but are not limited to: a. PAT testing b. Fire inspection c. SHEP Inspections	Exception reports are to be produced monthly by Service Provider staff and passed to the User where servicing and inspection checks have not been met or training impacted.	
DST6.08	Facility Management	Service Provider shall ensure the equipment is maintained in accordance with individual safety cases, specifications and maintenance schedules.	Equipment needs to be maintained and serviced in accordance with equipment maintenance schedules as defined in equipment spec.	All equipment to be maintained to spec.	All servicing, inspection and maintenance checks will be completed.	Exception reports are to be produced monthly by Service Provider staff and passed to the User on equipment failures.	
DST6.09	Facility Management	Service Provider will act as the Asset Manager and be accountable for a defined quantity of GFE.		An asset register (to be confirmed at Contract Award) of all GFE will be maintained by Service Provider.	All equipment the Service Provider is responsible for can be accounted for at any given time.	a. Service Provider will complete an audit of all assets once a year. b. Service Provider will provide a report to the User on the status and location of equipment once a year.	
DST6.10	Facility Management	Use of the facility in absence of the Service Provider will require a formal handover process.		a. A formal handover process will be developed and maintained by Service Provider when handing over responsibility of the facility. b. At the point of any handover a signature must be taken. c. The named individual will be held responsible and accountable for the building and all equipment within it, H&S of all users and security of the facility.	a. A clear hand over process in place. b. Responsibility and accountability for the facility is clear at any given time. c. During the period of handover responsibility for the facility and it's users will fall to the individual who has signed.	a. Issues arising due to misuse of CIS during these periods will be reported to the User within one working day. b. Issues arising due to equipment/software failures during these periods will be reported to the User in the monthly report. c. Annual audit of the process and handover log to be completed by the User.	There will be no CIS support outside of standard working hours.
DST7	Management of CIS	Service Provider will manage, control and ensure the functionality of all CIS (hardware and software) within the facility.					
DST7.01	Management of CIS	Service Provider will ensure that the hardware within the facility is functioning as required for the delivery and administration of the Exercises.		a. Hardware faults will be reported iaw JITG Standing Orders (SO) within one hour of failure. b. All CIS hardware (TLAN) will be purchased and supported by MOD (JITG). c. All CIS hardware (MODNET) will be purchased by MOD (JITG) and supported by Fujitsu. d. Service Provider will maintain and annotate a record of CIS faults / issues.	a. 100% of equipment will be operational iaw the training schedule.	a. The inability to complete an Exercise due to hardware failure that had been correctly reported will result in an exemption for Service Provider. b. JITG CIS will repair / replace faulty TLAN equipment held within the Control, Ops or Syndicate rooms within one hour of it being reported. c. JITG CIS will repair / replace faulty TLAN equipment held within the office area within 48 hours of it being reported. d. The repair / replacement of faulty MODNET equipment will be subject to Fujitsu contract agreement. e. Hardware performance will be reported to the User on a monthly basis.	JITG CIS will provide the physical support for TLAN and infrastructure MODNET will be supported by the iHub / Fujitsu.
DST7.02	Management of CIS	Service Provider will move and position equipment as required for each Exercise.		a. All rooms to be used during an Exercise will be configured and prepared by Service Provider staff prior to arrival of trainees. b. MODNET equipment cannot be moved.	a. At the start of a training day everything will be prepared by Service Provider staff and be in place for trainers and trainees as required. b. Exercises will all start to time with no requirement for room reconfiguration or equipment failures.	Exception reports are to be produced monthly by Course Managers and passed to the User.	
DST7.03	Management of CIS	Service Provider will load software as required at the start of each Exercise		a. All software will be loaded and tested at the Workstations by Service Provider staff prior to the start of each exercise. b. All software will be purchased, owned and supported by MOD (JITG).	a. At the start of a training day everything will be prepared by Service Provider staff and be in place for trainers and trainees as required. b. No exercise start times will be delayed by software issues due to incorrect loading or inadequate testing of the software.	a. Exception reports are to be produced monthly by Course Manager and passed to the User. b. All software performance issues will be reported by the Service Provider to the User on a monthly basis.	

Unique Identifier	Subheading / Category	Requirement	Justification	MOE	Validation Criteria	Performance Standard	Remarks
				Threshold			
DST7.04	Management of CIS	Service Provider will be responsible for software configuration		a. The user will install the software onto the appropriate servers once software has been put through a rigorous test procedure. b. The configuration of the software will be the responsibility of the Service Provider. c. The User will purchase and retain the licenses for all software used. d. The User will ensure that all software used is properly licensed, compatible with the operating system and other applications and of an appropriate quantity to deliver the Exercises. e. Licence asset register will be maintained and kept current by Service Provider.	All licences are accounted for and current.	a. Asset Register will be maintained by the Service Provider and reviewed by the User on an annual basis. b. Service Provider will inform the user no less than 6 weeks before renewal date of any licence(s). c. The User will inform Service Provider of any changes to software at least 2 months prior to the expected change date.	All licenses will be purchased and held by the User.
DST7.05	Management of CIS	Service Provider will act as the Asset Manager for all CIS assets (hardware) held within the STE facility		An Asset register (to be confirmed at Contract Award) of all CIS equipment will be maintained by Service Provider.	All CIS assets (hardware) is accounted for at any given time.	a. Service Provider will complete an audit of all assets once a year. b. Service Provider will provide a report to the User on the status and location of equipment once a year.	
DST7.06	Management of CIS	Service Provider will ensure that a period of time will be set aside for maintenance of the server, updates and patches maintenance by the User.		a. Access to the facility for the maintenance of the CIS will be negotiated between the Service provider and the User to ensure no disruption to Exercises. b. redacted information	a. A schedule of maintenance down-time will be agreed with the User. b. Access to the Server Room will be provided to the CIS technician at all times.	a. Servers will always be current. b. Exception reports are to be produced monthly by Service Provider staff for the User.	
DST7.07	Management of CIS	Service Provider will be proficient in the management and use of specified IT software packages.	Basic requirement in the DISTE.	a. IT software packages identified Redacted information b. All Service Provider staff must have a working knowledge of the Exercise management software in use at the DISTE. c. All Service Provider staff must have a working knowledge of the Microsoft Office suite of software as fielded on MODNET (currently MS Office 2010).	Competence will be demonstrated within staff CV.	User will have access to staff CVs prior to individuals employment.	
DST8	IM Provision	Service Provider will deliver timely and complete Information Management (IM).					
DST8.01	IM Provision	The Service Provider will provide the User with a monthly report.	Reports are to ensure that the contracted service is delivered to the standard expected	Monthly data provided by Service Provider to include: a. RFC Log (DST3.05) b. Exercise deliver and feedback (DST4.02) c. Details of when and why the training schedule is not met by exception (DST4.10) d. RFC Log (DST5.02) e. Review of Accident Book. f. Servicing & Inspection Plans by exception (DST6.07) g. Facility & Equipment maintenance - by exception (DST6.08) h. Equipment failures at times of handover (DST6.10) i. Hardware performance (DST7.01) j. Software performance (DST7.03) k. CIS maintenance (DST7.06)			
DST8.02	IM Provision	The User will report monthly on service provided.	Reports are to ensure that the contracted service is delivered to the standard expected	Data to include: a. Whether the facility was correctly configured at the start of each exercise day. (DST6.05) b. Inadequate equipment for an exercise at the start of the day (DST6.06) c. Whether the CIS (hardware) was correctly configured at the start of each exercise day by exception. (DST7.02) d. Whether the CIS (software) was correctly loaded and tested at the start of each exercise day by exception. (DST7.03)			

Unique Identifier	Subheading / Category	Requirement	Justification	MOE	Validation Criteria	Performance Standard	Remarks
				Threshold			
DST8.03	IM Provision	The Service Provider will provide the User with an annual report.	Reports are to ensure that the contracted service is delivered to the standard expected	Annual data provided by Service Provider to include: a. Training Records (DST1.07, 1.09, 3.01) b. Visibility of CRB and security checks (DST1.08) b. Review of all clearance certificates (DST1.06, 1.08) c. Review of Configuration Control process (DST3.04, 5.02) d. Data on Exercises delivered (titles, number, no's of trainees, etc.) e. Data on staffing, including collation of monthly exception reports (DST4.10, 4.06, 5.03, 6.05 - 6.08, 7.02, 7.03, 7.06) f. Review of AAR Register (DST5.04) g. Endorsement of H&S policy and procedures for the facility (DST1.07) h. Endorsement of Security policy and procedures for the facility (DST1.07, 6.02) i. Review & audit of GFE Asset Register (DST6.09) j. Review of Handover process and register (DST6.10) k. Review & audit of Software Asset Register (DST7.04) l. Review & audit of CIS hardware Asset Register (DST7.05) m. Non compliance with BCP by exception (DST1.15)			
DST8.04	IM Provision	Service Provider is to provide sight of a number of documents to satisfy the User that they are compliant with legislation, policies and procedures and the needs of the User.		a. Visibility of all staff CVs prior to employment by Service Provider. (DST1.03, 1.04, 1.06, 1.09, 1.13, 3.02, 3.03, 3.05, 4.02 - 4.04, 5.01, 7.07) b. Visibility of CRB checks and clearance certificates before employment of Service provider staff at Chicksands (DST1.08) c. Provide details of issues following a handover period by exception (DST6.10) d. Inform User of license renewal dates. (DST7.04) e. Sight of qualification certificates (DST1.03, 1.04, 4.02)			