

**MOD Commercial**

701355374 (DInfoCom/0161)

Managed Learning Service

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Managed Learning Service

***PROVISION OF CADUCEUS TNA FOR***

***R SIGNALS RESERVES ROLE***

***(ELEMENT 1 & 2)***

This Contract is made

**BETWEEN** (1) **HER BRITANNIC MAJESTY’S SECRETARY OF STATE FOR**

**DEFENCE**, acting by the Directorate of Head Office and Corporate Services (HOCS), Kentigern House, 65 Brown Street, Glasgow G2 8EX (“the Authority”)

**AND** (2) **CAPITA Business Services Limited,** 4th Floor, Barnard’s Inn, 86 Fetter Lane, London, EC4A

1. The Contractor shall provide the Services described in the Statement of Requirement, in accordance with the Conditions of Contract (as detailed in Framework Schedule 4 – Order Form and Call-Off Terms for the Managed Learning Service dated 4th July 2017 – to the Framework Agreement entered into between the Authority and the Supplier on RM3822), the firm prices attached and the Contractor’s Work Order (WO) reference PSGW01654 dated 26 February 2021.

2. The Contract shall come into effect on 19 March 2021 (or earlier) until 18 March 2022.

3. Except where there is prior written approval from the Contracts Branch no payment shall be made for work performed which is outside the scope or period of the Contract.

4. If there is a conflict between the documents described in Item 1 above, the order of precedence shall be:

1. Work Order PSGW01654 dated 26 February 2021.

2. Statement of Requirements at Schedule 1

3. Conditions of Contract (as detailed in Framework Schedule 4 – Order Form and Call-Off Terms for the Managed Learning Service dated 4th July 2017 to the Framework Agreement entered into between the Authority and the Supplier on RM3822)

Document Title Her

### Index to Schedules

**SCHEDULE 1 STATEMENT OF REQUIREMENT**

**SCHEDULE 2 PRICING SCHEDULE**

**APPENDIX (DEFFORM 111) ADDRESSES & OTHER INFORMATION**

**Schedule 1**

**Schedule of Requirement**

Detailed below are the course / work specifications that are to be fulfilled by the supplier:

1. **Specification**

## Purpose / Learning Outcome

To provide the analysis of the training needs of R SIGNALS Reserve Soldiers from enlistment though to WO1 and all Junior Officers from Lt to IG2 Maj in order to deliver through life training packages.

This must include within Element 1:

* A role analysis of ranks from Signaller to WO1 employed under the current trade of CS Op (Reserve) and Officers in Career Stage 1 (2Lt to Initial Grade 2 Maj).
* A Training Gap Analysis to understand the requirement for future training against regular training pipelines, existing commercial and wider government options.
* A Training Options Analysis using current and speculative resource options.
* A Training Needs Report

Within Element 2 (Stages 1-3):

* Individual TOs.
* Formal Training Statement (FTS) to include:

1. Training Performance Statement (TPS)
2. Workplace Training Statement (WTS)
3. Residual Training Gap Statement (RTGS).

* Enabling Objectives (EOs)/Key Learning Points (KLPs)
* Assessment Strategy (AStrat) to include Assessment Specification (ASpec).
* Selection of Methods & Media
* Learning Specifications
* Courseware, pamphlets, programmes dependent on methods and media.

It is anticipated that the solution will enable the delivery of the correct level of training at the correct time during the career, utilising efficiencies between existing soldier/warrant officer/officer courses and minimising training burden on the Field Army.

In order to provide and auditable trail all training and supporting documentation is to be DSAT and JSP 822 compliant.

## Background Information

## Project CADUCEUS has embarked upon a change programme that, in part, aspires to deliver learning development to the Corps in a modern, efficient, agile and innovative way.  It seeks to reduce the time spent in residential training and provide self-paced learning focussing on the fundamental technical, magerial and soft skills that underpin the Corps role within Information Maneuvre. In order to support the Masters’ Intent and Vision for the Corps, R SIGNALS Reserve soldier career streams, roles and training must be redesigned to develop a whole force approach to people and learning that offers a flexible, just in time approach to learning that enables revervists to consume learning dependent on their role, mobilisation or unit needs.

### The Requirement

* To conduct a DSAT Training Needs Analysis (element 1 and 2 (Stages 1-3)) of R SIGNALS Reserve personnel from enlistment to WO1 and all Junior Officers through Career Stage 1.
* **Training Documentation**. In order to provide and auditable trail all training and supporting documentation is to be DSAT and JSP 822 compliant. The training documentation is to include the following documents delivered iaw JSP 822:
  + Scoping Exercise Report.
  + Role Analysis delivering Role Specifications and Role Performance Statement(s).
  + Training Gap Analysis.
  + Training Options Analysis.
  + Training Needs Report.
* **Training Design and Development**. This is to take a just in time training approach pulling on industry standard or regular soldier training packages and to include the following from Element 2 Stages 1-3.
* Individual TOs.
* Formal Training Statement (FTS) to include:
  + Training Performance Statement (TPS)
  + Workplace Training Statement (WTS)
  + Residual Training Gap Statement (RTGS).
* Enabling Objectives (EOs)/Key Learning Points (KLPs)
* Assessment Strategy (AStrat) to include Assessment Specification (ASpec).
* Selection of Methods & Media
* Learning Specifications
* Courseware, pamphlets, programmes dependent on methods and media.
* The Project team will coordinate access and provide any supporting documentation as required. The team will also manage and coordinate the steering group and a stakeholder engagement group above any research conducted by the contractor.
* The contractor is required to enter all documentation on to TAFMIS.
* IPR and all products will be retained by the MOD.

### Target Audience

The personnel requiring the trg will rank from Sig - WO1 and Lt to IG2 Maj (IG2 - Initial Grade, a Maj's first tour). There will be varying levels of KSE required and therefore the Role Analysis must be wide ranging in order to capture it.

The total numbers is c1300 soldiers in the ranks and c200 officers, distributed across a range of geographic locations.

### Specific Criteria for Bidder’s design/delivery resource

In order to ensure the requirements within this SoR are fully met the provider must be qualified and demonstrate experience in the following areas:

* Proven experience in forward thinking role analysis – Essential.
* Proven experience in the delivery of technical ICT and leadership training – essential.
* Proven experience in the delivery of innovative, blended learning solutions - essential.
* Proven knowledge of DSAT and JSP 822 and ISO 9001/2015 – essential.

### Describe the supporting Knowledgepool Service provisions

The standard Knowledgepool service provision will be provided as per the agreed Call off agreement and the service Tiers selected by the Customer. A full description of the services offered under Tiers 2, 3 and 4 are provided at Section 5 of this document.

### Logistics

*(delete/overwrite as appropriate)*

|  |  |
| --- | --- |
| Format | TNA. |
| Numbers of delegates | Approx 1500. |
| Tutor/Instructor to delegate ratio | Not yet known. |
| Length of event | To be determined by the output of the TNA, the trg packages are likely to differ in length and the TNA will support this assumption. |
| Number of events | Not yet known, this is the scoping of the trg requirement and the design of the trg required, it is not the delivery phase. |
| Location | Primarily Blandford Camp, there will be a requirement to travel to other Defence locations to conduct the Role Analysis. |
| Key Dates & Timing | To be complete within 12 months from contract award. |
| Materials and Equipment needed, including format | * Contractor is to generate all materials required to complet the task * The project will provide supporting evidence as required. * Access to MODNET will be provided (fixed access) for entry into TAFMIS. |
| Dependencies and constraints, e.g. other events | N/A |

### Service Levels

* Include specific SLAs that are not included in the Knowlegepool Supplier Agreement
* How will the success of the supplier / service be measured?
* Include any bespoke KPIs such as satisfaction or pass rates, accreditations, evaluation results.
* Note: that if the client takes up only Tier 2 and not Tier 4 and some cases Tier 3, Knowledgepool will not be able to measure the supplier’s performance against these SLAs and KPIs unless the supplier is Knowledgepool or a Capita Business.

### Risk Assessment (not Cyber Security):

*This is an extremely high profile training needs analysis that is invoking a significant amount of interest across the Army, it is expected that there may be a significant amount of interest in the development and the product, therefore the risk of non-delivery or delivery of an underpar product is high.*

**Schedule 2**

**Pricing Schedule**

**Commercials and Invoicing**

\*All costs are inclusive of expenses and exclude VAT

Please see separate Schedule 2 - Pricing Schedule spreadsheet

**Invoicing and Payment Terms:**

Payment Terms:

Upon acceptance of the relevant Milestone (CP&F Purchase Order number), CDS shall invoice Capita.

Suppliers will only receive payment when Capita have the written endorsement of the deliverable from the MOD. At this point, the Milestone will be released to the supplier to allow them to invoice Capita.

All Invoices for the Managed Learning Services must be submitted as stated in the invoicing guide and template.

Next Steps:

Upon execution of the contract, the following would follow:

1. A Capita MLS Project Coordinator will contact your organisation to coordinate delivery between yourself and the Client – please DO NOT contact the client directly.

2. Event references/PO to be sent prior to delivery dates, please do not commence work until you have received the above.

**Note:**

**• Delivery should not commence until you have been contacted by the project manager and have been issued with an event reference.**

**• Capita will not be liable for any work undertaken without the above being satisfied.**

**• Any amendment to this work order without approval by Capita-MLS Supplier Management is void.**

Payment of the total price shall be claimed (thru’ CP&F) following the satisfactory completion of all work [appropriate milestone.].

**Insert DEFFORM 111**

**Please see separate sheet**