

Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract

1. PURPOSE

- 1.1 To provide linguistic services to support UK Ministry of Defence (MoD) Global Operations. This includes, but is not limited to, face-to-face interpretation and written translation services worldwide on an as required basis.

2. BACKGROUND TO THE AUTHORITY

- 2.1 The MoD is responsible for protecting the security, independence and interests of our country at home and abroad. The overall objective of the department is to ensure that the armed forces have the training, equipment and support necessary for their work, within budget.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The Authority is seeking a single supplier to provide linguistic support services to both Permanent Joint Headquarters (PJHQ) and specialist user overseas operations. This service is to include both interpreter and translator services across a wide spectrum of operational environments and interactions. The requirements are set out within Section 5 – Scope of Requirement in this Call Off Schedule, while the theatre specific requirements are captured within Call Off Schedule 20 - Appendix 1 – Linguist Requirement which outlines the broad contractual services required, along with standards, conditions of employment and the specific number and nature of tasks for each theatre.
- 3.2 Although indicative locations and skillsets have been provided at Appendix 1 – Linguist Requirement, which provides an overview of the requirement, the Authority will define its specific requirements in TOFs issued for each location and/or task, these will either be enduring TOFs for regular repeatable activity or one off TOFs for a specific activity. The TOF process is at Call Off Schedule 20 -Appendix 2 - Task Order Form.
- 3.3 The Contractor shall provide all deliverable in accordance with Call Off Schedule 20 - Appendix 6 - Table of Deliverables.

4. DEFINITIONS

Expression or Acronym	Definition
BPSS	Baseline Personnel Security Standard. The lowest level UK Security Clearance.

CCM	Contractor CONDO Manager. As defined in DEF STAN 05-129.
CDCM	Contractor's Deployed CONDO Manager. As defined in DEF STAN 05-129.
CONDO	Contractors on Deployed Operations. As defined in DEF STAN 05-129. CONDO includes: UKN, TCN and LRW.
DEF STAN 05-129.	Means Defence Standard 05-129 Contractors on Deployed Operations (CONDO), Issue 5, dated 30 Jun 2013. ¹
DOR	Designated Officer Representative. As defined in DEF STAND 05-129.
ISDP	Intimidation Service Delivery. The Contractor's response to the Authority's ISR.
ISR	Intimidation Service Requirement. Intimidation Service Requirement. The Authority's requirement to provide service to manage the threat of intimidation.
LRW	Locally Recruited Worker. As defined in DEF STAN 05-129.
PCM	Project CONDO Manager. As defined in DEF STAN -5-129
PJHQ	Permanent Joint Headquarters
RLS	Means Real-Life-Support
SC	Security Check. A specific level of security clearance provided by UKSV.
TCN	Third Country National CONDO. As defined in DEF STAN 05-129 Issue 5.
TOF	Task Order Form
UKN	UK National CONDO. As defined in DEF STAN 05-129.
UKSV	UK Security Vetting

Table 1: Definitions.

5. THE REQUIREMENT

5.1 **Introduction.** The requirements specified in the table below cover the service provisions that are either specific to the specialist linguistic nature of this contract, or

¹ <https://www.dstan.mod.uk/StanMIS/DefStan/Edit/3882>

service provisions where the standards required for this contract differ from DEF STAN 05 -129. Subject to the TOF process detailed in Call Off Schedule 20 – Appendix 2 the Contractor shall also provide a translation service for documents that are not able to be translated by existing linguists.

Ser	Requirement	Standard
5.1.1	The Contractor shall provide all CONDO pre-deployment requirements and processes IAW with the specified standard.	DEF STAN 05-129 Section 6. In accordance with Joint Schedule 11 (Data Processing) the Buyer and the Supplier will be Joint Controller with the other party to the Contract.
5.1.2	The Contractor shall provide all CONDO in theatre support requirements and processes IAW with the specified standard.	DEF STAN 05-129 Section 7
5.1.3	The Contractor shall provide all CONDO return from deployment requirements and processes IAW with the specified standard.	DEF STAN 05-129 Section 8
5.1.4	The Contractor shall provide TCN and LRW CONDO linguists at a minimum language proficiency of Level 2, or as specified in the TOF ² .	NATO STANAG 6001 ³ .
5.1.5	The Contractor shall provide UKN CONDO linguists at a minimum language proficiency of Level 2, or as specified in the TOF ¹ .	NATO STANAG 6001 ⁴ .
5.1.6	The Contractor shall provide and maintain Baseline Personnel Security Standard (BPSS) level security screening for UKN CONDO and the overseas equivalent of BPSS for TCN and LRW CONDO for the duration of respective deployments; and any additional information required by the Authority to support the Authority's application for Security Check (SC) level clearances or above.	HMG Baseline Personnel Security Standard May 2018 ⁵ For the purposes of this contract references in DEF STAN 05-129 requiring Contractors to be List X in order to be able to provide BPSS and equivalent overseas clearances do not apply.
5.1.8	The Contractor shall provide an ISDP in response to the Authority's ISR and maintain the document and service throughout the life of the contract.	Call Off Schedule 20 -Appendix 3 - Intimidation Service Requirement.

² The language proficiency levels for each location are also provided at Appendix 1 to this SOR for all LRW, TCN and UKN CONDO linguists.

³ https://www.natobilc.org/en/products/stanag-60011142_stanag-6001/

⁴ https://www.natobilc.org/en/products/stanag-60011142_stanag-6001/

⁵ <https://www.gov.uk/government/publications/government-baseline-personnel-security-standard>

Ser	Requirement	Standard
5.1.9	The Contractor shall complete transition management in accordance with the Transition Plan at Appendix 5 to this document.	Call Off Schedule 20- Appendix 5 - Transition Plan.
5.1.10	The Contractor shall provide an Exit Plan no later than 12 months after the contract start date.	CCS RM6141 Call-Off Schedule 10 (Exit Management). For the purpose of this contract only section 4 of Schedule 10 shall apply.
5.1.11	The Contractor shall provide clothing and equipment for REDACTED TEXT for Military Sensitive Technical Information linguists.	Call Off Schedule 20 - Appendix 8 – REDACTED TEXT for Military Sensitive Technical Information Clothing And Equipment.

Table 2: The Requirement.

6. INCIDENT REPORTING

6.1 The Contractor shall ensure that the LRW & UKN CONDO personnel report all incidents listed below to the DOR as soon as is practicably possible. This includes only those incidents that occur whilst directly working for the Authority or whilst present in a MOD establishment.

6.1.1 Accident or Injury

6.1.2 Loss of or damage to Authority GFA

7. GOVERNANCE AND CONTRACT MANAGEMENT

7.1 **Contract Start-up Meeting.** The Contractor and its representatives shall host a Contract Start-up meeting on or before Day 7 of the contract. The meeting will be held remotely in a format to be agreed with the Authority.

7.2 **Contract Transition Meeting.** The Contractor and its representatives shall host a Transition Meeting on Day 16 (or the next working day) of the contract. The meeting shall include the Authority and the outgoing supplier. The meeting shall be held remotely in a format to be agreed with the Authority.

7.3 For all meetings the Contractor shall:

7.3.1 Update the Record of Decisions (RoDs).

7.3.2 Maintain and update the action log.

7.3.3 Maintain and update the risk register.

7.4 Monthly Performance Report

7.4.1 The Contractor shall provide a monthly performance report to the PCM and designated CO by the Fifth (5th) business day of the month.

7.4.2 The Monthly Performance Report shall include:

7.4.2.1 A summary of the incident reports received for that period.

7.4.2.2 A financial report of the service provided for the previous month, which shall include the following detail:

- (a) A line for each named linguist showing the name, location, the units of service delivered and cost for all activity directed in the TOF.
- (b) The Contractor's recommended Fee recovery for the previous month. At month 1, it will include the fee recovery for month 1 and a forecast for the remainder of the year.

7.4.2.3 An intimidation report that includes new claims received that month and/or a progress update on existing intimidation claims.

7.4.2.4 Performance against the KPIs.

7.5 Monthly Performance Meeting.

7.5.1 **Aim.** The aim of the Monthly Performance Meeting is to review and manage the service delivery in accordance with the Contract.

7.5.2 **Attendance.** The minimum attendance at the Monthly Performance Meeting shall be:

7.5.2.1 The Authority's PCM, who shall be the Chair person.

7.5.2.2 The Authority's designated Commercial Officer

7.5.2.3 The CCM.

7.5.3 Optional Attendance

7.5.3.1 A representative of the Authority finance team.

7.5.3.2 A representative of the Contractor finance team.

7.5.3.3 Other representatives as agreed between the PCM and CCM.

7.5.4 **Meeting Notice.** The Contractor shall issue a calling notice no later than 5 business days from the end of the previous month.

7.5.5 **Meeting Timing.** The meeting shall take place no later than 15 business days from the end of the previous month.

7.5.6 **Standing Agenda.** The Standing Agenda is detailed in the table below.

Item	Subject
1	Introductions
2	Review the Record of Decisions (RoDs).
3	Review action log.

Item	Subject
4	Review the risk register
5	Review the Monthly Performance Report
6	Review the Contractors performance against the KPIs.
7	Agree the Contractor's Fee recovery for that month.
8	Continuous improvement.
9	Review any outstanding issues that have not been resolved at the Monthly Meeting and agree a mechanism to escalate them.
10	Any other business.
11	Agree date of the next Monthly Meeting with the Contractor.

Table 3: Monthly Performance Meeting Standing Agenda.

7.5.7 **Post Meeting Action.** The RoDs, action log and risk register shall be provided to the Authority for agreement no later than 2 business days after the meeting. Any changes to the documents requested by the Authority shall be made within a further 5 business days.

8. VOLUMES

8.1 As this is a call off contract there is no obligation on the Authority to provide any guaranteed volume of activity. The actual volume at the time of Contract award will be issued as a TOF for each location.

9. PRICE AND PAYMENT

9.1 The Contractor shall price all elements of the Requirements Table at 5.1 in Call Off Schedule 5 (Pricing Details).

9.2 The following requirements will be paid by the TOF process detailed in Appendix 2:

9.2.1 SOR 5.1. For documents that require translation that are not able to be translated by existing linguists.

9.2.2 SOR 5.1.4.

9.2.3 SOR 5.1.5.

9.2.4 SOR 5.1.8. Limited to the cost of the recommended mitigation measures as agreed by the Authority's PCM.

9.2.5 SOR 5.1.11.

- 9.3 All payments will be made via the Contract Purchasing and Finance (CP&F) tool in accordance with DEFCON 522.

10. KEY PERFORMANCE INDICATORS

10.1 The Authority will measure the quality of the Supplier’s delivery by:

Statement	Qualitative Assessment	Colour
Good performance	Performance matching the target	
Improvement required	Performance variation from the requirement that is acceptable to the Authority.	
Significant improvement required	Performance variation from the requirement that is not acceptable to the Authority.	

Table 3: Performance Indicator Assessment Table

10.2 Performance Management

Requirement	Key Performance Indicator	Performance Definition	Good Performance	Improvement Required	Significant Improvement Required
	KPI 1 Availability	KPI 1.1 & 1.2 will measure compliance with the TOF Part 1 with regard to the Security Clearance and language proficiency of the proposed linguists prior to the completion of the TOF part 3 or otherwise. Acceptance of lower Security Clearance or language proficiency level will be timebound by the Buyer and will be in accordance with Joint Schedule 10 – Rectification Plan.			
SOR 5.1.6	KPI 1.1 Security Clearances	Performance shall be measured by the Contractor’s conformance with Paragraph 5.1.6 and	The TOF part 2 details that all potential linguists to be engaged under the contract hold the requisite Security	The TOF part 2 details that not all potential linguists to be engaged under the contract hold the Security Clearance	The TOF part 2 details that the linguists to be engaged under the contract does not hold the Security Clearance

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Requirement	Key Performance Indicator	Performance Definition	Good Performance	Improvement Required	Significant Improvement Required
		the relevant location specific TOF	Clearance level as specified in the TOF Part 1	level as requested in the TOF Part 1 but request that the Buyer considers acceptance of a lower Security Clearance.	level as requested in the TOF Part 1 and a lower Security Clearance is not acceptable to the Buyer.
SOR 5.1.4 and 5.1.5	KPI 1.2 Linguistic Proficiency	Performance shall be measured based on the Contractor's fulfilment of the language proficiency levels for each TOF.	The TOF part 2 details that all potential linguists to be engaged under the contract hold the correct language proficiency level.	The TOF part 2 details that not all potential linguists to be engaged under the contract hold the language proficiency level as requested in the TOF Part 1 but request that the Buyer considers acceptance of a lower language proficiency level.	The TOF part 2 details that not all potential linguists to be engaged under the contract hold the language proficiency level as requested in the TOF Part 1 and the proposed language proficiency level is not acceptable to the Buyer.
SOR 5.1.2	KPI 1.3 Linguist Availability	Performance shall be measured according to linguist availability to perform the tasks specified in the TOF. Measurement will be across all TOF combined	100 - 90% availability of linguists able to perform the tasks stated in each TOF.	89 – 80% availability of linguists able to perform the tasks stated in each TOF.	Less than 80% availability of linguists able to perform the tasks stated in each TOF.
	KPI 2 Reporting				

Requirement	Key Performance Indicator	Performance Definition	Good Performance	Improvement Required	Significant Improvement Required
SOR 7.2	KP 2.1 Monthly Reporting	Performance shall be measured on the submission of the monthly report on time.	Updated Report received on time.	Updated report received 2 business days after the due date.	Updated report received more than 2 business days after the due date.
	KPI 3 Intimidation				
Call Off Schedule 20 – Appendix 3 - Intimidation Service Requirement	KPI 3.1 Intimidation Claims	Performance shall be measured against the standards set in the ISR document for assessing, investigating and reporting claims.	REDACTED TEXT for Military Sensitive Technical Information of the receipt of the claim.	REDACTED TEXT for Military Sensitive Technical Information of the receipt of the claim.	REDACTED TEXT for Military Sensitive Technical Information after the receipt of the claim.
	KPI 4 Tasking				
Call Off Schedule 20 - Appendix 2 - Task Order Form	KPI 4.1 Adherence to the TOF process.	Contractor completes their response to the TOF at Appendix 2 to Annex A to this contract and provides it to the Authority within 10 business days of receipt of the Authority's Part 1.	Contractor returns the fully completed Part 2 TOF to the Authority within 10 business days of receipt of the Authority's Part 1.	Contractor returns the fully completed Part 2 TOF to the Authority within 15 business days of receipt of the Authority's Part 1.	Contractor returns the fully completed Part 2 TOF to the Authority more than 15 business days of receipt of the Authority's Part 1.

Requirement	Key Performance Indicator	Performance Definition	Good Performance	Improvement Required	Significant Improvement Required
	KPI 5 Social Value				
TBC	KPI 5.1 Social Value	To be agreed after contract award.	TBC	TBC	TBC

Table 4 – Key Performance Indicators

11. LOCATION

11.1 The contract will be delivered at the following locations:

11.1.1 By the CDM at their premises in the UK.

11.1.2 By the CDCM and CONDO linguists in the deployed operational locations

Appendixes

Appendix 1. Linguist Requirement.

Appendix 2. TOF Template.

Appendix 3. Intimidation Service Requirement.

Appendix 4. Not Used

Appendix 5. Transition Plan.

Appendix 6. Table Of Deliverables.

Appendix 7. Government Furnished Assets.

Appendix 8. REDACTED TEXT for Military Sensitive Technical Information Clothing And Equipment.

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