**THE AUTHORITY STATEMENT OF REQUIREMENT FOR THE PROVISION OF**

**LEVEL 2 FACILITIES SERVICES OPERATIVE**

**LEVEL 3 FACILITIES SERVICES SUPERVISOR &**

**LEVEL 4 FACILITIES MANAGER**

**Introduction**

1. The Authority (Ministry of Defence) has a requirement to provide Apprentice Training and Associated Services and is under scrutiny to ensure they provide value for money to support delivery of excellent public services which align to strategic goals and core business. Apprentices are vital in developing the capability and productivity of our workforce, now and in the future. The Authority wants to create opportunities for individuals from diverse backgrounds to gain work-related skills and nationally recognised qualifications through structured, work-based training programmes with most of the training ‘on the job’. The remaining ‘off the job’ training will be provided by a training provider (Supplier). Apprenticeships will follow either a framework or a standard (noting that all English apprenticeships moved to standards in 2020)

**Background**

2. From May 2017 the system for the funding and procurement of apprenticeship training has changed. In line with this the Government requires all large employers (including those in the Public Sector) to pay an apprenticeship levy (tax) of 0.5% of pay bill. The levy is taken automatically by HMRC on a monthly basis in the same way as it takes employer National Insurance Contributions. Money collected from employers will be used to fund apprenticeship training.

3. Employers will access the funds through a Digital Apprenticeship Account (DAA) ultimately controlled by the Education and Skills Funding Agency (ESFA). The DAA is hosted on a system known as the Digital Apprenticeship Service (DAS). Each levy paying employer will have a virtual account equivalent in value to its contribution, minus an amount equivalent to the notional contribution for its employees that live in Scotland, Wales and Northern Ireland, plus a Government top up of 10%. The Authority expects a Digital Account worth approximately £8m per annum.

4. Funds in the Digital Account can only be used to cover the cost of apprenticeship training and end point assessment for apprenticeships undertaken in England. To access the funds the Authority will need to show, through the Digital Apprenticeship Service, that it has a contract for the delivery of a recognised Apprenticeship Scheme delivered by a registered supplier. For these purposes a registered supplier is a training provider who appears on the ESFA Register of Apprenticeship Training Providers. the Authority will tell the ESFA (through the DAS) who our apprentices are; the Supplier will tell the ESFA who it is training for the Authority. On the strength of this information the ESFA will then pay the Supplier and subtract the relevant amount from our DAA.

The specifications for the Standards and Frameworks listed above can be found on the ESFA webpages through the following link: <https://www.gov.uk/government/publications/apprenticeship-funding-bands>

**Outline of the Requirement**

Facilities Managers play a crucial role within DIO. These roles play a significant part in the delivery of services to DIO’s customers on a day-to-day and strategic basis focusing on optimising the use of and management of all property, buildings, and workplaces. These roles involve leading the operational oversight, delivered either directly or through a third-party supplier partner network, over the whole portfolio. These roles will oversee, deliver, or support all aspects of day-to-day hard & soft Facilities Management services, including contract and supplier management, in addition to the planning and delivery of an extensive maintenance/minor works programme acting as the key customer interface across their area/building working in a partnership of delivery through our supplier partner network. With an aging workforce demographic, the DIO risks specialist staff exiting the business with difficulty in replacing them.

* The Provider to deliver the Facilities Operative Level 2, Facilities Services Supervisor Level 3, and Facilities Manager Level 4 apprenticeships.
* Providers should provide online delivery for learning. Where any in person learning is required, then this must be within reasonable travel distance from the learner’s work location and failure to travel must not limit the apprentice’s ability to complete the course.
* The provider should be able to create learners rolling cohorts for DIO throughout the year.
* The provider should aim to create closed cohorts for DIO staff (or other public sector workers could be permitted)
* The provider must have Cyber Essentials Plus at the time of Tender submission.
* The training provided should be flexible around the work patterns of DIO staff.
* The provider must be able to cater for part-time staff.
* The provider should be able to cater for overseas staff (within reason).
* There must be no extra costs for learner withdrawals.
* There should be potential to lengthen course (within IFATE limits) for younger apprentices.

Plus, equivalent scheme for Scotland, Ireland and Wales where applicable.

The specifications for the Standards and Frameworks listed above can be found on the ESFA webpages through the following link:

<https://www.gov.uk/government/publications/apprenticeship-funding-bands>

* Training providers for English apprenticeships must be on the ESFA Register of Apprenticeship Training Providers at the time that training commences.
* Providers should indicate where in the UK they are able to deliver training and under which systems (i.e. the English Apprenticeship System, the Scottish, the Welsh or the system for Northern Ireland).
* Providers should indicate whether they can deliver apprenticeships to the Authority staff based overseas.
* Providers should indicate how they can bespoke apprenticeships in some cases to meet the Authority’s needs
* Training and assessment should be delivered within the funding band limits set for the individual apprenticeship by the ESFA, and honour any apprenticeship already started if funding band changes are made.
* Providers must have sufficient trainers, assessors, talent coaches and delivery teams in place to deliver all the Authority apprenticeships to a consistently high standard.
* Providers are expected to provide timely management information on the enrolment and status of apprentices based on the Authority requirements.
* Providers must agree to regular relationship meetings (monthly) and contract reviews (quarterly) against Key Performance Indicators with the Authority’s representatives.
* Providers’ IT systems should be accessible to the Authority staff through their work-based IT systems or provide suitable alternative systems or equipment to meet the Authority’s needs.
* Providers should be willing for their assessors and other staff requiring regular access to the Authority sites, to train and assess apprentices, to undergo security clearance checks which will be at their expense.

**Deliverables**

* Apprenticeship training to the DIO civil servants (both new entrants and existing staff).
* Within the Education and Skills Funding Agency’s funding band rates bands honouring any apprenticeships started if funding bands change
* To the appropriate standard ensuring consistency of standard delivery across the Authority.
* Timely delivery of apprenticeships and completion within the required time.
* Delivery of apprenticeship training to OFSTED and HEFCE quality standards.
* Delivery of apprenticeships training in line with standards of professional bodies, where a qualification aligned to that body is included.
* For a variety of subjects including those listed in the “Outline of Requirement.”
* Off the job training, where not delivered on site, to be provided within reasonable travelling distance from the apprentices’ workplace
* In a method that is accessible to all the applicable MOD civil service staff including where online/electronic.
* Efficient enrolment of apprentices within a maximum of 12 weeks utilising other government cohorts if required (with small tolerance for exceptional cases only).
* Eligibility checks for apprenticeship confirmed 2 weeks minimum before learner starting apprenticeship
* Provide regular and comprehensive suite of MI as stated on the first week of the month.
* Resolution (or acknowledgement of further investigation required) to complaints or issues within 5 working days and making all learners aware of complaints procedures and timeframes.

**Provision of Assets**

There may be a requirement for some training to be delivered on a Ministry of Defence site if there is a cohort requirement at a specific location or if training is to be delivered at an overseas location. Wherever possible, the Supplier would be expected to provide their own equipment to deliver such training events. No Government funded assets will be provided.

**Management Information (MI)**

The provider is required to submit management information by the 5th working day of the month. This will detail apprentice progression through the programme using a Red, Amber, Green (RAG) system. Information will also need to be provided on training provider performance against KPIs. (See information on KPIs in Key Performance Indicators section)

RAG Summary

* Red - Apprentice not on track and needs extra support
* Amber - Apprentice at risk of falling behind
* Green – Apprentice on track

Management Information at a minimum must contain the following and be submitted through email using an excel spreadsheet or Power BI.

**Management Information**

|  |  |
| --- | --- |
| **MI** | **Description** |
| Apprentice name |  |
| Apprenticeship standard and level | Course name and level |
| Application date | Date learner application received |
| Eligibility checks | Date commenced and completed |
| Start date | Date the learner started apprenticeship |
| Skills Coach | Name and contact details for the skills coach assigned to learner |
| Last review | Date of last progress review meeting with learner, line manager and scheme manager |
| Next review | Next scheduled progress review meeting with learner, line manager and scheme manager |
| Completion date | Completion (or scheduled) completion date |
| Withdrawal date |  |
| Termination date |  |

**Key Performance Indicators**

|  |  |
| --- | --- |
| **Description** | **Measurable** |
| RAG Progress Status | Red, amber and green status report of learner’s progress through apprenticeship |
| Learner satisfaction | Retention of apprentices on schemes limiting withdrawals to a maximum 15% withdrawal rate, providing early warning of ‘amber’ performance rating, and providing incentives to reduce drop-outs |
| Completions | Apprentice success rates of 70% - providing monthly MI on completions rates and highlighting exceptional learners.  Timeliness of apprenticeship completion - completing within agreed timeframes with action plans discussed with DIO for cases that exceed times set |
| Social Value KPI - Tackling economic inequality | Support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications. |

**Key Performance Indicators**

* Retention of apprentices on schemes limiting withdrawals to a maximum 15% withdrawal rate, providing early warning of ‘amber’ performance rating and providing incentives to reduce drop-outs.
* Apprentice success rates of 70% – providing monthly MI on completions rates and highlighting exceptional learners.
* Timeliness of apprenticeship completion – completing within agreed timeframes with action plans discussed with Authority for cases that exceed times set.
* Provision of regular and comprehensive suite of MI on the first week of the month plus survey data when applicable, as agreed with the Authority as the customer, examining the value and benefit to the business of individual apprenticeship training programmes

**Service Level Agreements**

To maintain SLAs as agreed with the provider.

Expected SLAs include:

* Responding to/acknowledging all queries within 2 working days
* A 48-hour notice period for any cancellations of meetings and workshops where possible
* Resolution of queries within 5 working days (negotiable for more complicated queries or complaints)

**Throughput and Funding**

The anticipated throughput of civilian apprenticeships would be approximately 50 per year, although this may increase or decrease depending on Departmental requirements for the further years of the contract. Year 1 may be up to 65.

The contract value for is for the delivery of the apprenticeship learning. There is no funding for additional learning outside of the apprenticeships. There is a small contingency for sundries, example resit fees (if not included in course fees). The Supplier must seek and obtain approval for additional expenditure prior to any commitment. Any costs not paid from the Levi Fund will be met through MOD’s CP&F system, requiring the supplier to be enabled (MOD will arrange).

The providers will be paid for apprenticeships which they deliver in England through the Digital Account as explained above. For apprenticeships delivered in Scotland, Wales, Northern Ireland, overseas as well as England where an additional payment is required for bespoke work which has been done on the request of the Authority, payment will be made on receipt of an invoice from the provider to a single point of contact within the Authority. All payments must be administered through the Authority`s Contracting Purchasing and Finance system (CP&F).

The Supplier will notify the Authority of any employer incentive payments received from the ESFA for an apprentice during the training period and will pay that money on receipt of an invoice from the MOD*.*

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**Cyber Security**

Suppliers should demonstrate that they can meet the level of Cyber compliance by the date of Tender submission, or by no later than the award date shortly thereafter.

The supplier should use the following reference when completing the Supplier Assessment Questionnaire: **RAR 250513A04 Grade Level ‘HIGH’**

[Supplier Assurance Questionnaire](https://forms.office.com/pages/responsepage.aspx?id=7WB3vlNZS0iuldChbfoJ5Tia6pS3VU5EuhfRvV-BqYtURTFYMUpPOElZTjNUNDhaVjFLVklJMVpPUi4u&route=shorturl)

All contractors, including sub-contractors within the Defence Supply chain, must follow the Defence Cyber Protection Partnership (DCPP) Cyber Security Model for any contract that involves the transfer of MOD Identifiable Information. For further details please refer to <https://www.gov.uk/guidance/defence-cyber-protection-partnership>

A High Cyber Risk Profile applies to MOD Apprenticeship contracts, therefore relevant control measures must be put in place by the provider. For further details please refer to <https://www.gov.uk/government/publications/cyber-security-for-defence-suppliers-def-stan-05-138>

[Defence Condition 658 (DEFCON 658)](https://www.gov.uk/government/publications/defence-condition-658-cyber-flow-down) lays out the contractual terms for the Cyber Security Model.

**Data Storage and Management**

All data pertaining to staff from the Ministry of Defence will be stored in line with GDPR legislation and hosted within the United Kingdom by the training provider. No data is to be stored or transmitted outside of the United Kingdom without applying for permission to MOD prior and this would be assessed on a case by case basis.

**Social Value**

**Suppliers are required to deliver against MOD’s Social Value objectives in the following themes.**

**Theme 2: Tackling economic inequality**

**MAC2.3:** Support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications.

**Theme 4: Equal opportunity**

**MAC 6.2:** Support in-work progression to help people, including those from disadvantaged or minority groups, to move into higher paid work by developing new skills relevant to the contract.