**Description of Support Required**.

1. The Defence Infrastructure Organisation (DIO) Overseas Prime Contracts (OPC) project requires the Supplier to work collaboratively with the Project Team to develop training packages that are designed to train MoD staff who will be responsible for the execution, administration and delivery of a suite of Facilities Management (FM) contracts across Defence’s overseas estate.
2. DIO has already completed most of the underpinning Defence Systems Approach to Training (DSAT) work that delivers the Training Needs Analysis (TNA). Objectives and Key Learning Points (KLPs) are under development.

**Background**

1. The OPC Programme is a procurement enabled change programme responsible for the delivery of the next suite of Total FM (TFM) arrangements to support the MoD’s overseas estate. The programme comprises 5 separate projects for Gibraltar HFM, Cyprus Hard FM, Cyprus Soft FM, Germany & Wider Europe (TFM) and finally South Atlantic Islands TFM (out with this requirement due to timescales). The projects deliver non-discretionary services ensuring the estate remains legally compliant, as well as providing a range of bespoke discretionary services, capable of adapting and responding to the changing needs and expectations of stakeholders to transform infrastructure service provision to the Defence community, ensuring innovations and advances are fully embraced, with first class operational delivery, enhanced quality, reduced supplier costs and that industry norms and best practice are delivered where possible. First service entry is planned to commence from October 2022 in Gibraltar.

**Requirement**

1. An initial Training Needs Analysis has been developed and identified the following requirements:
   1. **Tier 1 OPC Hard Facilities Management (HFM) Webinars**. DIO OPC will develop content for a series of three Webinars – OPC Introduction, OPC Package and OPC Management. Within each of these Webinars, key contract topics will be explored in more detail. The Authority will facilitate the Instructor led element of this requirement and the External Assistance will ensure DLE compatibility for the upload. Required by 06 July 2022.
   2. **Tier 2 OPC HFM Practitioner Instructor Led Classroom Training & Computer Based Training (CBT)** – Develop a 2.5-day classroom package of training to cover detailed practitioner level details of OPC. This package will be a variation of the material developed in 7 (a), exploring elements in greater detail. The package to be trialled as a pilot course before launch. Training for three MoD personnel to deliver the training (train-the-trainer) to be included. The training package to be converted into an equivalent CBT package to exist alongside the OPC Foundation CBT. Required by 06 September 2022.
   3. **Tier 1 OPC Soft Facilities Management (SFM) Webinars** - DIO OPC will develop content for a series of three Webinars – OPC Introduction, OPC Package and OPC Management. Within each of these Webinars, key contract topics will be explored in more detail. The Authority will facilitate the Instructor led element of this requirement and the External Assistance will ensure DLE compatibility for the upload. Required by 06 January 2023.
   4. **Tier 2 OPC SFM Practitioner Instructor Led Classroom Training & CBT** – Develop a 2.5-day package of training to cover detailed practitioner level details of OPC. This package will be a variation of the material developed in 7 (d) exploring elements in greater detail. Training for three MoD personnel to deliver the training (train-the-trainer) to be included. The training package to be converted into an equivalent CBT package to exist alongside the OPC Foundation CBT. Required by 06 February 2023.
2. Individual prices are required for serials 4a, 4b, 4c, and 4d above.
3. The Supplier will be required to liaise with the incoming HFM/SFM Supplier and The Authority Subject Matter Experts (SMEs) to identify and incorporate information on processes, procedures and innovation that are unique to the incoming HFM/SFM suppliers for both the training packages. No TNA is required, a simple verification of the KLPs and Learning Specs (LSpecs) may be required, this will be established during liaison with the incoming HFM/SFM suppliers and the DIO.
4. The CBT courseware is to be compatible with the Defence Learning Environment (DLE) for delivery to trainees. A full pilot course for each CBT element is to be delivered by the Supplier, hosted on MOD DLE and run in real time.
5. The original source formatting of the Training Pack must be provided to The Authority in a format that allows updates and amendments as required, in a format compatible with The Authority platforms.
6. The MoD to retain the Intellectual Property Rights to the CBT material and Train the Trainer/Instructor Led material with all source files provided as editable PowerPoint slides.
7. It is worth noting that in advance of delegates undertaking the above Tier 1 Webinar and Tier 2 Practitioner level training, they will already have completed awareness training in the form of e-learning modules aimed at providing them with top level information regarding the OPC contract deliverables.[[1]](#footnote-2) The purpose of this practitioner level training is to provide them with the tools and knowledge to be able to carry out their roles effectively under the new contract.
8. The Regional Delivery Overseas employees complete varying roles to support the new OPC contracts. Most of these employees are based in the Overseas estates with the remainder based out of our Wyton HQ. Additionally, there is Customer support based at UK Strategic Command in Northwood.
9. **Scope and standards of deliverables**. The successful bidder will be required to operate in line with the Defence Systems Approach to Training (DSAT) as published in JSP822, Part 2, Version 3.2 (Jun19).[[2]](#footnote-3)
10. **Training Needs Analysis.** The Training Needs Analysis (TNA) *(What is the requirement; is a new or amended training activity needed; and, if so, what kind?)* has been carried out by The Authority and will support the development of the Webinars and Practitioner Training.
11. **Training Design.** Training Design *(What should the training activity look like; who will deliver it, and with what resources?)* where the design of the training activity is completed.
12. **Delivery.** Practical Delivery of the training *(The training activity is delivered).* This is to be achieved via a Pilot Course.
13. **Duration of task.** The Authority requires the Supplier to start no later than Oct 21 and all outputs are to be delivered no later than the dates outlined against the individual Requirements above.

1. **JSP822 Defence Direction and Guidance for Training and Education**. The DSAT process is laid out in JSP822. The Buyer requires the successful supplier to adhere to JSP 822 in order to deliver training that is:
2. Appropriate to the training need;
3. Cost-effective;
4. Accountable;
5. Safe;
6. Risk-focussed.
7. Full guidance as to the Buyer’s requirements and the DSAT process may be found at: <https://www.gov.uk/government/publications/jsp-822-governance-and-management-of-defence-individual-training-education-and-skills>
8. **Support Operationalisation (Mobilisation).** Corporately, DIO RD has a good understanding of the initial type of training required to operationalise and mobilise the project successfully. In this area TNA support is only required to confirm extant findings and then design and deliver the requisite training material.
9. Table 1 below outlines the individual Tier Training content which will be developed with The Authority by the successful Supplier.

**Tier 1 Webinar Training**

|  |  |  |  |
| --- | --- | --- | --- |
| **Title** | **Topic** | **Format** | **Linked To Requirement** |
| **OPC Introduction** | **OPC Introduction** | Webinar – Instructor Led | Linked to Requirement in Paragraph 4b. |
| **Mobilisation** |
| **Data Management** |
| **Collaborative Working**  including: \* working with winning contractor |
| **OPC Package** | **Module A Management Services & Module I Additional Services**  Not including KPI's |
| **Module B Help Desk & Module F Housing** |
| **Module C&D Inspection & Maintenance & Module H Soft FM services** |
| **Module K Overseas Services & Module V & Common Scenarios** Including Module V for both HFM/SFM |
| **OPC Management** | **Performance Management Regime & KPIs** |
| **SHEMS** |
| **Commercial Data & Finance (Booklets 2, 4 &5)** |
| **SFM Webinars** | | | |
| **OPC Introduction** | **OPC Introduction** | Webinar – Instructor Led | Linked to Requirement in Paragraph 4d. |
| **Cyprus SFM Mobilisation** |
| **OPC Package** | **Cyprus SFM Module F Housing & Module H SFM Services** |
| **Cyprus SFM Module A Management Services & Module I Additional Services** |
| **Cyprus SFM CRL** |
| **OPC Management** | **Cyprus SFM Performance Management Regime & KPIs** |
| **Cyprus SFM SHEMs** |
| **Cyprus SFM Booklet 2 & 5** |

Table 1 - OPC Tier 1 Webinar Training

**Tier 2 - All training must be available online in format compatible with DLE.**

|  |  |
| --- | --- |
| **Title** | **Linked To Requirement** |
| **Booklet 2** | Linked to Requirement 4c. |
| Performance Management |
| Mobilisation & Transition |
| Early Warnings |
| Escalation |
| **Booklet 3** | Linked to Requirement 4c. |
| Introduction |
| AL-01 Modular Approach |
| Organisation |
| Affected Property |
| SHEMs |
| Information Systems & Data Management |
| Quality Management |
| IRL |
| Change Man/AWS |
| Contractors Relationship Management Plan |
| TBI & FCM |
| Estate Documents and Records |
| Information Gateway |
| Training |
| Contractors Plan |
| Contractors Management Plan |
| Common Scenarios |
| Module B - Helpdesk |
| Module C - Stat & Mand |
| Module D - Maintenance Services |
| Module F - Housing |
| Module H - Soft FM Services |
| Mod I - Additional Services Handbook |
| Module K - Overseas Services (GFE & Stores Management) |
| Module V - Operations |
| **Booklet 4** | Linked to Requirement 4c. |
| Demarcations - especially where they differ from current contract; must be linked to CMH |
| **Booklet 6** | Linked to Requirement 4c. |
| Added Value |
| **Site Specific Training** | Linked to Requirement 4c. |
| Gibraltar Specific Elements |
| Cyprus HFM Specific Elements |
| Cyprus SFM Specific Elements |
| Germany & WE Specific Elements |
| Benefits Realisation/Risk Management |
| **OPC SFM Booklet 2** | Linked to Requirement 4e. |
| Performance Management Regime |
| Mobilisation & Transition (CRADS & ORR) |
| Collaboration, changing culture |
| Finance - SFM financial processes, including Force Trading Account |
| **OPC SFM Booklet 3** | Linked to Requirement 4e. |
| Introduction |
| Organisation, include roles and responsibilities by appointment both contractor, DIO and Command |
| Security |
| SHEMs |
| Sustainable Development and Environmental Management |
| Fraud Prevention |
| Information Systems and Data management |
| Change Management Process |
| Early Warnings |
| Business Continuity |
| Relationship Management |
| Supplier Management |
| Secondment of Employer's Staff - Care Catering Manpower |
| Contractors Plan and Contractors Management Plan |
| Records, Meetings and reports (Governance and Assurance) |
| Exit Strategy |
| Common Scenarios |
| Module B - SFM Helpdesk |
| Module F - Housing Service, to include Defence Accommodation Stores (DAS) - Support to Housing management |
| Module H - Soft FM Services |
| Catering Retail and Leisure (CRL) Services |
| Inflight Catering & Short-term catering |
| Cleaning Services |
| Extraneous Services |
| Recycling & Waste Services |
| Mod I - Additional Services |
| Module K - Overseas Services (GFE & Stores management) |
| Module VL-01 - Preparation for Operations VL-02 - Response to Operational Needs- Cyprus based VL-03 - Response to Operational Needs |
| **Booklet 4** | Linked to Requirement 4e. |
| Demarcations (What is in/out/new) |
| **Booklet 6** | Linked to Requirement 4e. |
| Added Value |
| **Scenarios & Wargaming** | Linked to Requirement 4c & 4e. |
| **CAFM System** | Linked to Requirement 4c & 4e. |

*Table 2 - OPC Tier 2 Practitioner Training*

1. Tier 1 Foundation e-learning has been added as a contract amendment to the existing contract with Virtual College. This will aid the development of the Tier 1 Webinar and Tier 2 Practitioner training package (Tier 1 OPC Foundation e-Learning went live in Jan 2022). [↑](#footnote-ref-2)
2. DSAT (Lite) process will be used to ensure the structure and outputs align whilst ensuring the SMEs are given ample time to input and build. This is LfE from the FDIS Training. [↑](#footnote-ref-3)