**Describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Award Criterias identified.**

**Policy Outcome: Increase Supply Chain Resilience and Capacity**

**Award Criteria: MAC 3.3 - Support the development of scalable and future-proofed new methods to modernise delivery and increase productivity.**

**Sub-Criteria for Model Award Criteria:**

**Understanding of scalable and future-proofed new methods to drive greater modernisation of delivery and increase productivity.**

**● Approach to organisational learning and continuous improvement.**

**● Creation of a design and tendering environment that is conducive to the development of scalable and future-proofed new methods to modernise delivery and increase productivity.**

**Please include:**

**● your ‘Method Statement’, stating how you will achieve this and how your commitment meets the Award Criteria, and**

**● a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:**

**○ timed action plan**

**○ use of metrics**

**○ tools/processes used to gather data**

**○ reporting**

**○ feedback and improvement**

**○ transparency**

**● how you will influence staff, suppliers, customers and communities through the delivery of the contract to support the Policy Outcome, e.g. engagement, co-design/creation, training and education, partnering/collaborating, volunteering.**

We propose below structured interventions designed to support the development of scalable and future-proofed new methods to modernise delivery and increase productivity, consistent with MAC 3.3 of the Social Value Model. Our interventions are tailored to MOD’s culture and context, in particular the need to evaluate and mitigate security risks related to new technology, before deploying it.

Our commitments are also designed to create a sustainable approach to continuously take opportunities to modernise delivery, after our engagement with you will have ended,

1. Exploring new technology to evaluate within MOD context.

Background

We note that it is not appropriate to deploy certain new technologies immediately, for example automated discovery tools which would be used in private sector clients to modernise migrations to a cloud system.

**Proposal**

We will arrange quarterly discussion meetings with our partner lead for emerging technologies, Darshan Chandarana, Jon Dunn, our engagement director and your technology leaders. Darshan will share insights into new technologies which may be of interest to MOD to modernise delivery of technology and/or implementation of technology projects. We will look at the potential of these technologies, possible security risks and help shape an action plan to evaluate them for further investigation.

**Plan**

Within two weeks of award, Jon will confirm with MOD who we should liaise with, to set up these meetings.

Within a week of being provided the names, Jon will establish contact with these individuals and propose timings for these quarterly meetings.

Darshan and Jon will use PwCs horizon scanning team and insights from their ongoing research to prepare discussion topics to bring to the meetings.

**Reporting and follow up**

After the meetings have taken place, we will follow up with documentation of the meeting including any relevant product and supplier information. We will use our contacts to broker follow up conversations if that is helpful.

As lead partner, Darshan will be your sounding board between the formal meetings to discuss action plans and findings along the way

We feel that this would be of interest to MOD and a pragmatic approach to helping MOD determine which products to test for security concerns so that MOD is in a position to leverage modern technology that is relevant and suitable.

1. Refine templates and tools to your environment to improve productivity in iterative tasks.

**Background**

PwC will use its refined templates and tools for efficient delivery of the task. After each iteration, the team will review delivery of the tasks e.g. The time taken for a release of data into a new environment and, where possible refinements are found, update or “MOD-ify” the template to make it more efficient for future iterations. Since the greatest element of our fee is our time, improving efficiency and productivity in this manner will provide not just consistency but better value for money.

PwC has templates and tools for efficient delivery of this engagement. However, there are iterative tasks for which we can refine templates to the specific MOD environment, to make successive iterations more efficient and productive.

**Commitment**

PwC will use its refined templates and tools for efficient delivery of the task. After each iteration, the team will review delivery of the tasks e.g. The time taken for a release of data into a new environment and, where possible refinements are found, update or “MOD-ify” the template to make it more efficient for future iterations. Since the greatest element of our fee is our time, improving efficiency and productivity in this manner will provide not just consistency but better value for money.

**Reporting and transparency**

We will evidence that we have conducted our reviews as part of our programme reporting, and share where we have found opportunities to improve efficiency within the programme.

1. Leveraging Opportunities for Self Service within the MOD

**Background**

Many organisations, including MOD, have multiple different systems that contain information, which are useful for training and development.

Self-service systems have a modern “concierge” style user interface to make it quicker and more productive for people with the appropriate credentials to access the knowledge and training that they require.

**Commitment**

PwC will support the MOD in the development of a “concierge” style system leveraging our own internal knowledge of how a system like this can support individuals. We will engage with the MOD to ascertain which particular types of information would be best suited into a system like this and how that information will be documented.

**Reporting and follow up**

We will follow up with the MOD to look at the effectiveness of the new concierge style approach and how users are engaging with it. This will allow future follow ups to implement improvements based on feedback and user engagement metrics. As a result of engaging in this way, there will be continuous improvement and developments.

PwC has had the privilege of multiple engagements such as the ones outlined above. We have previously worked with the Royal Navy on a digital skills programme as well as supporting mental health training in the RAF and embedding equal opportunities and inclusive ways of working within DE&S. As a result of similar engagements we are mindful that sometimes the best way to deliver social value to our clients is via related impactful interventions. This is because, from our side, the best people to deliver social impact are not always the ones on the engagement, and on your side, the contract managers are sometimes too busy to oversee and accept delivery. We therefore use some of the proceeds of client engagements to “give back**”.**

As part of our ongoing social engagements, PwC will support the MOD in taking significant strides towards the improvement of your current technological capabilities. We will achieve this through our innovative Tech Apprenticeship program. PwC will harness the talents and skills of apprentices who possess necessary security clearance (as well as support those wishing to obtain SC) from across a diverse range of regions across the UK. This collaboration between PwC and the MOD will enhance the defence sector's technological landscape while providing valuable career opportunities for aspiring technologists. PwC's Tech Apprenticeship program is designed to identify, nurture, and develop emerging talent in the field of technology. PwC can access a specialised talent pool and support apprenticeships that align with the MOD's technological requirements. This strategic integration ensures that apprentices possess the necessary skills and clearance to contribute effectively to defence-related projects.

PwC will work closely with the MOD to bridge the technological gap within the defence sector. With the rapid advancement of technologies such as artificial intelligence, data analytics, and cybersecurity, leveraging the expertise of these tech apprentices can help the MOD modernise their systems, improve operational efficiency, and enhance national security. The apprentices, under the guidance of the senior team members at PwC, can bring fresh perspectives, innovative ideas, and technical capabilities to address complex defence challenges.

PwC is committed to tackling economic and social inequality through many different activities. The outcome of this is to help support and drive initiatives within businesses and the local community. Some of the work we have done, includes but is not limited to the following:

* Forces Employment Charity - Hosted the Military Insight Day - Careers in Professional Services hosted by PwC
  + PwC is a signatory of the Armed Forces Covenant and an Employer Gold Award holder.
  + Most recently PwC hosted all of the Big 4 consultancies in an event aimed at encouraging Service Leavers, Service Spouses and Dependents to consider careers in professional services.
  + The PWC Military Network is committed to continuing our engagement with the Armed Forces Community offering networking and career mentoring.
* PwC been ranked as number one employer in the [Social Mobility Foundation’s 2023](https://www.socialmobility.org.uk/employerindex) Index.
* The PwC Foundation (which supports four charities selected by PwC employees, Crisis - our social mobility partner, Hospice - our health and wellbeing partner, Beyond Food and Wellbeing of Women).
* Our Social Entrepreneurs Club, which supports 250 Social Entrepreneurs and drives our procurement team to diversify our supply chain, increasing use of SMEs, ethnic minority businesses and Social Enterprises and using our buying power to have a multiplier effect within society to support equality and positive environmental change.
* PwC is currently investing in digital skills programmes for the Royal Navy, supporting mental health training in the RAF and embedding equal opportunities and inclusive ways of working within DE&S.
* Our fully funded flying start technology apprenticeship programmes, allowing students to launch a career in technology through university study with work placements or college study at our Manchester Technology Centre.

As part of our commitment to MAC 3.3 we would utilise the proven skills and abilities we have as an organisation to support you and the MOD as a whole in future proving and increasing scalability by working with you in a series of hosted events like those highlighted above.