

Road Traffic Collision (RTC) Reporting Tool (RTCRT)

STATEMENT OF REQUIREMENT

Version 1.2

Annex A to 700000806

Statement of Requirement for the Road Traffic Collision Reporting Tool

Date 12/11/18

# VERSION CONTROL

|  |  |  |  |
| --- | --- | --- | --- |
| Date Issued | Version | Author | Reason for Change |
| 11/11/17 | 1.0 | Barry Robinson | Initial Draft |
| 15/08/18 | 1.1 | Barry Robinson | Updated for BC Review |
| 12/11/18 | 1.2 | Barry Robinson | Allow for Pricing Schedule |

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Part 1 – GENERAL DESCRIPTION

Background

The Defence Safety Authority (DSA) is responsible for the regulation of Defence Heath, Safety and Environmental Protection. The Movement and Transport Safety Regulator (MTSR) as part of the DSA, provides independent assurance to the Secretary of State on all defence movement and transport activities through inspection and investigation, reporting, data capture on all defence Road Traffic Collisions (RTC) and the promotion of safety critical information for the movement of dangerous goods. As part of this process all MOD RTCs are captured in a standalone database called Information Management system for the Provision of Accident Costs and Trends (IMPACT) and analysied using Business Objects. The functionality of the IMPACT Database no longer meets the departmental requirements and it needs to be aligned to the current technological capabilities. The MTSR is unable to deliver all of its safety critical outputs as a direct result of the dated and functional limitation of the current IMPACT Database.

The MTSR comprises of two business sections that collectively regulate, assure and report on Health, Safety and Environmental Protection procedure and activities. MTSR requires an on-line solution where all sections of the business can provide reports, statistics as well as all submissions hosted, analysed and reported.

MTSR requires a means to automate the current paper based process and have the ability for the person who has had a RTC to imput details of the RTC direct to the database and allow MTSR to interrogate elements of this data. MTSR require the ability to incorporate historical data in the production of reports. The RTC reporting is to allow the Defence community direct access and the ability to report a RTC. The accuracy and timely completion of claims has a significant impact across Defence. This data will be collected, stored and used for data analysis and production of reports.

The business needs are as follows:

* To consolidate business processes and remove current inefficiencies in the labour-intensive production of business outputs.
* Have the access and ability to analyse data across the whole department. This visibility of statistical and trend analysis will greatly support the DSA to fulfil its commitments to Defence.

Business Context

As the various business sections within MTSR align strategies the expected outputs require that all areas are reporting in a cohesive manner. The IMPACT Data Cell (IDC) is responsible for the capture and collation of all reported MOD RTCs both for the UK and overseas.

The current IMPACT process is shown at fig 1.

Figure1: IMPACT Process Context Diagram

Operating Process

RTCs reported are submitted to the IDC within the MTSR, this business section will capture all data submitted relating to RTC from the manually completed forms. The data is collated and submitted to the MOD authorised Claims Handler who will deal with all Road Traffic Accidents (RTA)’s relating to 3rd party claims. The IDC will receive the forms relating to the Post Incident Action (PIA), this data is then collated and included to the recorded RTC. Due to legislation all RTC data that included injuries is required to be kept on record for significant period of time. All data is collated and used for statistical analysis and then incorporated into the production of quarterly and yearly reports.

The IDC full business ‘As Is’ process is documented and can be found in Part 4 – Document Support, Context Documents.

Assumptions

The Transport Safety and IDC are in the process of continued improvements, pertaining to the business process and business outputs, to consolidate the current use of various RTC forms to one standardised electronic form. This will allow users to move away from completing the forms manually and improve the quality of data being captured. When the improved standardised form is implemented this would need to be included seamlessly into the requested changes.

Aim

The IMPACT Database is to be updated and developed to allow direct electronic entry and facilitate data analysis incorporating all current historical data.

Task Description

The IMPACT Reporting Tool (IRT) will be so designed to allow the Defence community and other associated companies direct access and the ability to input data relating to RTAs and allowing appropriate access for direct data inputting, in addition restricted access should be given for DSA users only for editing and reporting functions.

As there are up to 200,000 MOD employees and therefore unquantifiable possible users who may require to directly report a RTC, it is requested that an ‘Unlimited’ number of RTC Reporters are able to ‘submit only’ a Collision Report Form into the system, they will not have access to the data or any of the system functions they will submit data only.

The IRT will capture text and multiple data fields including image files, all of which will be developed so that data analysis and report production can be achieved and transmitted by email.

A full description of the task is contained in Part 2 of this document.

Timeline

**Urgent**.  The current IMPACT database uses out-dated technology, is at a high risk of failure, is resource intensive and does not meet current regulatory requirements. An upgraded system is required to be operational by 04 Mar19.

Reporting Arrangements

The following MTSR personel are stakeholders in this project and their specific roles for the project are annotated:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Post/Role | Name | Tel | Email | Project Role |
| B2 MTSR | Mr Adrian Johnson | 030 679 80963 | adrian.Johnson556@mod.gov.uk | Overall Development |
| SO1 Regulate | Mr Scott Sutherland | 030 679 80986 | scott.sutherland756@mod.gov.uk | Senior User |
| SO2 Regulate | Mr Barry Robinson | 030 679 80978 | barry.robinson542@mod.gov.uk | Project Manager |

PART 2 – KEY USER REQUIREMENTS (KURS)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ID | User Requirements | Justification | Effectiveness Envelope | Priority |
| KR01 | The RTC Reporter shall be able to capture a record of a Road Traffic Collision (RTC) and submit a Collision Report (CR) into the System | Direct reporting via the URL only. No Access to the system functionality. | Data stored and Output produced and recorded | Key |
| KR02 | The system must be able to Export data to other systems |  | Office 365 compatible | Key |
| KR03 | The system must have various levels of Access and Permissions | RTC Reporter – ‘Input Collision Report Only’Analyist User – Restricted access to own functional area data to produce Analysis and ReportsAdministrator User – Full Access | RTC Reporter (Person reporting RTC)Analyist User(TLB, Army, Navy, RAF etc)Administrator User (DSA) | Key |
| KR04 | Selected Users shall be able to analyse data of RTC for statistical and trend analysis purposes | Analyist and AdminstratorFull access required of all Data | To produce analysis reports and graphs per criteria selected | Key |
| KR05 | Selected Users shall be able to produce Reports from all reported RTC data | Analyist and Administrator | To produce analysis reports and graphs per criteria selected | Key |
| KR06 | The system must be able to identify any 3rd Party involvement and make the RTC available to External sources |  | MOD Claims Handler (Currently TopMark) | Key |
| KR07 | The system shall have the ability to send specific data from a reported RTC to both MOD Internal and External sources |  |  | Key |
| KR08 | The system shall have the ability to show the location of a reported RTC event on a map and have the ability to not show if circumstances require.  |  | Geographical representation with marker points of RTC data | Key |
| KR09 | The system must be able to utilise and upload external data sources |  | Military Addresses, Maps, Postcodes etc | Key |
| KR10 | The system must be accessed through a Single Sign On (SSO) |  |  | Key |
| KR11 | The system shall be Accessable Worldwide  |  |  | Key |
| KR12 | The system shall be Supported and Maintained  |  |  |  |
| KR13 | The system shall allow the user to upload completed CR performed on Mobile/Portable devices   |  | On-line and off-line capabilities. Data retention and upload to main system  | Key |
| KR14 | The sytem must be able to identify the individual reporting a RTC and anybody editing the record |  | For Audit Purposes | Key |
| KR15 | The system must be able to maintain version control |  | Version Control used for Audit purposes | Key |
| KR16 | The system shall be able to support a minimum of 100 concurrent users with data entry capability for all functionality  |  |  | Key |
| KR17 | The system shall allow Users access to a Search function, Help and User Guides. |  |  | Key |

PART 3 – USER REQUIREMENTS (UR)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ID | User Requirements | Justification | Measure of Effectivness (MOE) Envelope | Priority |
| UR01 | The General User shall have the ability to capture the Reference Number supplied by the Claims Handler to the reported RTA | The Claims Handler is External to the MOD System | Data captured and recorded to consolidate to produce output | 1 |
| UR02 | The General User shall be able to capture a RTA involving a 3rd party  | Legal requirements for injury data kept for 100 years | Data captured and recorded to consolidate to produce output. Indication to Data archive length  | 1 |
| UR03 | The General User shall be able to capture a RTI that only involved MOD assets/personnel  | Legal requirement for injury data kept for 100 years. | Data captured and recorded to consolidate to produce output. Indication to Data archive length  | 1 |
| UR04 | The General User shall be able to capture the details of the Reporters Line Manager/Motor Transport Officer  | JSP 800 requirement for management authorisation | Data captured and recorded to consolidate to produce output | 1 |
| UR05 | Training must be provided for Administrator and System Users |  | Maximum up to 10 | 1 |
| UR06 | The System & Administrator User shall be able to capture the details of investigation findings of a reported RTC | Investigation findings relating to Project Teams, modification requirements, Trimble data, incident investigation, post incident 3rd party findings | Data captured and recorded to consolidate to produce output | 1 |
| UR07 | The General User shall be able to attach evidence to the reported RTC | The General User is required to attached photographic and video documentation of the reported incident | Photographs and document attached to RTI report | Key |
| UR08 | The System & Administrator User shall be able to view the process status of a reported RTC | Indication of outstanding data for the RTC to be progressed through the process and then closed | Analysis reporting of outputs not completed within specific criteria | 1 |
| UR09 | The General User shall be able to identify each RTC in a unique manner (UIN) |  System Generated | Unique identification number per instance | Key |
| UR10 | The Administrator User shall have access to multiple Management Report templates within the database |  |  | 1 |
| UR11 | The Administrator User shall be able to maintain the format and content of the Management Report templates  | Flexibility regarding the changes to Regulations, Policy and business Process | Authorised user to create Template and edit/delete content | Mandatory |
| UR12 | The System & Administrator User shall be able to view all reported RTC and historical events |   | User to view all recorded and stored data and outputs produced | Key |
| UR13 | The System & Administrator User shall be able to filter the database to specific views |  Dashboards | Views of database created as per specified criteria | 1 |
| UR14 | The General User shall be able to send a reported RTC to a recipient |   | User to access specific RTC data and then able to be sent directly to recipient.  | Key |
| UR15 | The System & Administrator User shall be able to capture Remarks against the reported RTC |   |  | 1 |
| UR16 | The General User shall be able to capture an Injury on the reported RTC |   | Data captured and recorded for each field to consolidate to produce output | 1 |
| UR17 | The General User shall be able to capture a fatality on the reported RTC |   | Data captured and recorded for each field to consolidate to produce output | 1 |
| UR18 | The System User shall be able to produce reports from templates and from all RTC data |   | Data stored and legacy data to produce analysis reports and graphs per criteria selected | Key |
| UR19 | The System & Administrator User shall be able to produce bespoke reports from all reported RTC data |   | Data stored and legacy data to produce analysis reports and graphs per criteria selected | Key |
| UR20 | The Administrator User shall be able to view the location of a reported RTC event on a map | Both UK and Worldwide  | Geographical representation with marker points of RTC data | Key |

PART 4 – SYSTEM REQUIREMENTS (SR)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ID | SRD | Justification | Measure of Performance (MOP) Threshold | Measure of Performance (MOP) Objective |
| SR01 | The system shall enable Selected Users to produce documents from the templates from data recorded in the database |   | Multiple users creating an entry at the same time | Data recorded to be used in associated Templates. Data used for analysis |
| SR02 | The system shall allow Selected Users to maintain the format of the templates |  System & Administrator Users |   | Template Data maintained and recorded |
| SR03 | The system shall record the unique identification number (UIN) of a CR as a reference to all documents created from the templates for that event |   | Multiple users creating an entry at the same time. Naming convention maintained across associated templates |   |
| SR04 | The system shall allow Selected Users to produce graphical diagrams from all data from the CR |  System & Administrator Users | Analysis of data and the creation of graphs and dashboards. Reports produced as an output of the analysis | Analysis inclusion of legacy data |
| SR05 | The system shall enable Selected Users to identify the status of a RTA on the map  | System & Administrator Users | Geographical representation showing recorded events plotted to locations  |   |
| SR06 | The system shall enable the user to edit data in the CR |   | Multiple users creating an entry at the same time |   |
| SR07 | The system shall enable Selected Users to view all CR in the database |  System Users | Multiple users creating an entry at the same time. Multiple users viewing reported RTA at the same time |   |
| SR08 | The system shall enable Selected Users to view the database in various views as stipulated by the user |  System & Administrator Users | Multiple users creating an entry at the same time. Multiple users creating views of reported RTA at the same time |   |
| SR09 | The system shall allow Selected Users to restrict the view of selected RTC to selected users only |  System Users |   | Permission level selected for end-user access on recorded RTC |
| SR10 | The system shall allow Selected Users to access multiple templates at any stage of the reporting process |  System & Administrator Users | Multiple users creating an entry at the same time |   |
| SR11 | The system shall populate data from fields in the database to selected sections in the templates |   |   | Data recorded mapped to sections on Templates  |
| SR12 | The system must allow any MOD employee to report an RTC using one of the General Users Log On |   |   | General Users Log on’s issued to TLBs and disseminated to subordinate units |
| SR13 | The system shall allow the user to send the saved document to a captured address |   | Multiple users creating an entry at the same time. Email and attach recorded document  |   |
| SR14 | The system shall record the transactions of the documents sent  |   | Multiple users creating an entry at the same time. Email and attach recorded document  |   |
| SR15 | The system shall allow Users to generate the template in a printable format  |   | Template document converted to printable format |   |
| SR16 | The system must be able to incorporate RTC Data from the legacy system, merging seamlessly with RTC reported under the new system  |  | Enabling IMPACT staff to carry out long term or historical trend analysis of MOD vehicle RTCs or an alternative to accessing the data established | Historical Data |
| SR17 | The system shall populate the date on the templates as at the date saved by the user |   | Date recorded on Templates as date document saved on first instance |   |
| SR18 | The CR must have mandatory information fields which if not completed will prevent the CR being submitted |  |  |  |
| SR19 | The system shall allow the user to select if the RTC involved a 3rd party (RTA) |  | Multiple users creating an entry at the same time | Data recorded used for analysis on business rules |
| SR20 | The system shall allow the user to select if the RTC only involved MOD assets (RTI) |  | Multiple users creating an entry at the same time | Data recorded used for analysis on business rules |
| SR21 | The system shall allow the user to capture the Reference number supplied by the MOD authorised Claims Handler |  | Multiple users creating an entry at the same time |   |
| SR22 | The system shall allow the user to select the Service Type for the reported RTC |  By TLB | Multiple users creating an entry at the same time |  Army, Navy, RAF etc |
| SR23 | The system shall allow the user to input data in all sections (If applicable)  | As specified by the Authority | Multiple users creating an entry at the same time |   |
| SR24 | The system shall allow the user to select a representation of the vehicle type involved | An outline shape of a Car, a Motorcycle, a HGV and a Minibus vehicle. Allowing the user to choose one and pin point and record the area of impact/damage to the MOD vehicle that was involved in the RTC  | Multiple users creating an entry at the same time. Graphical representation of vehicle types maintained and data recorded |   |
| SR25 | The system shall allow the user to plot against the representation the areas of damage |   | Multiple users creating an entry at the same time. Graphical representation of vehicle types maintained and data recorded |   |
| SR26 | The system shall allow the user to attach Photographs and video to the CR |  | Multiple users creating an entry at the same time. Photographs able to be down loaded and attached to report |   |
| SR27 | The system shall allow the user to attach Documentation to the CR |  | Multiple users creating an entry at the same time. Documents able to be down loaded and attached to report |   |
| SR28 | The system shall allow the user to capture the name and role of the Line Manager/Motor Transport Officer of the person reporting the RTC |   | Multiple users creating an entry at the same time |   |
| SR29 | The system shall allow the user to capture the contact details of the Line Manager/Motor Transport Officer of the person reporting the RTC |   | Multiple users creating an entry at the same time |   |
| SR30 | The system shall allow the user to save a record of the RTC |   | Multiple users saving an entry at the same time |   |
| SR31 | At the end of the contract and at the request of the Authority the raw data is to be supplied in a format compatible with Office 365 |   |   |  |
| SR32 | The system shall allow Selected Users to edit contents of the CR once submitted and capture details of who and when amended |   | Multiple users creating an entry at the same time |   |
| SR33 | The system shall record all data transactions to a reported CR |   | Multiple users saving an entry at the same time |   |
| SR34 | The system shall allow Selected Users to capture the PIA of the CR  |  | Multiple users creating an entry at the same time | Costings added etc |
| SR35 | The system shall allow Selected Users to monitor the time of CR to completion of the PIA |   | Multiple users creating an entry at the same time |   |
| SR36 | The system shall send the CR to the MOD authorised Claims Handler | External to MOD System | Multiple users viewing recorded events at the same time | Data submitted to Authorised Outside Industry party. Data submitted in secure manner  |
| SR37 | The system shall be able to support a minimum of 100 concurrent users with data entry capability for all functionality of the complete system |  |  |  |
| SR38 | The system shall allow Selected Users to view all reported RTC on a map  |   | Geographical representation showing recorded incidents plotted to locations |   |
| SR39 | The system shall allow the user to convert the CR into a printable format |   | Saved RTC data to be converted to printable document format |   |
| SR40 | The system shall store all records of RTC for 100 years and they must be made available and accessable to the Authority |   |   | Data recorded and stored. Data analysis on business rule |
| SR41 | The system shall allow Selected Users to create reports from all data in the database  |  System & Administrator Users | Analysis of data and the creation of graphs and dashboards. Reports produced as an output of the analysis | Analysis inclusion of legacy data  |
| SR42 | The system should be compatible with Office 365 |  |  |  |
| SR43 | The system shall be able to support user locations throughout the UK and the rest of the world |  |  |  |
| SR44 | The system shall have the ability to work in an austere communications environment |  |  |  |
| SR45 | The system shall allow the user to create reports from specified criteria |  System & Administrator Users | Analysis of data and the creation of graphs and dashboards. Reports produced as an output of the analysis | Analysis inclusion of legacy data |
| SR46 | The system shall allow Selected Users to create views of RTCs on the map from specified criteria |  System & Administrator Users | Analysis of data and the creation of graphs and dashboards. Reports produced as an output of the analysis | Analysis inclusion of legacy data |
| SR47 | The system shall allow the user to view dashboard reports from all data within the database | System & Administrator Users | Analysis of data and the creation of graphs and dashboards. Reports produced as an output of the analysis | Analysis inclusion of legacy data |
| SR48 | The system shall allow the user to access Help functions on the use of the system |   | Help and search ability. User guides |   |
| SR49 | The system shall allow Selected Users access to a Search function of the system |   | Help and search ability. User guides |   |
| SR50 | The system shall allow the user ease of use to navigate through the system |   |   |   |
| SR51 | The system shall allow the user access to complete CR on mobile/Portable devices  |   | Conversion compatibility |   |
| SR52 | The system shall allow the user to upload completed CR performed on mobile/Portable devices  |   | On-line and off-line capabilities. Data retention and upload to main system |   |
| SR53 | The system when requiring connectivity external to MODNet shall ensure connectivity complies with the MODNet Code of Connection (CoCo) |   |   |   |
| SR54 | The system shall only provide remote access via RLI/RA service |   |   |   |
| SR55 | The system must synchronise itself with the local time server |   |   |   |
| SR56 | The system shall provide support for low function browsers |   |   |   |
| SR57 | The system, if exchanging graphical and still imagery shall comply with JPEG File Interchange Format v1.02 - Digital Compression and Coding of Continuous Tone Still Images JPEG, ISO/IEC 10918:1994, SVG 1.0 Specification W3C RECSVG-20010904:2001, GIF Version 89a CompuServe gif89a:1990, PNG Specification Version 1.0 World W3C 1 October 1996 IETF RFC 2083:1997, NITFS 2.1 (MIL-STD 2500B/STANAG 4545),STANAG 3764:2002 Exchange of Imagery, ed.4 |   |   |   |
| SR58 | The system shall use the following standards for document exchange XML version 1.0 (Second Edition), W3C REC-xml-20001006:2000 - this standard is only mandated where meta-language data definitions are required HTML, Version 4.0.1, Reference Specification, W3C REC-html401-19991224:1999 (Dynamic HTML) PDF - Portable Document Format, Adobe Systems Incorporated, version 1.4, Adobe Systems Incorporated ISBN 0 200 175839 3:2003 RTF, Microsoft Specification, Version 1.5, Microsoft Application Note GC0165:1997CSV - For spreadsheets, ASCII Text |   |   |   |
| SR59 | The system shall maintain the integrity of its data |   |   |   |
| SR60 | The system shall use User Access Devices compliant with the latest Defence Information Infrastructure |   |   |   |
| SR61 | The system shall be capable of modification without affecting the normal version upgrade path of the system Application |   |   |   |
| SR62 | The system will retain the common "look and feel" of the parent application when used on a portable device in the deployed environment |   |   |   |
| SR63 | The system shall be able to create and read documents using the following standards MS Office 2000 interchange formats, RTF, Microsoft Specification, Version 1.5, Microsoft Application Note GC0165:1997 - for documents if MS Office format not available ASCII (TXT) for constrained environments  |   |   |   |
| SR64 | The system shall be able to read documents using the following standard PDF - Portable Document Format, Adobe Systems Incorporated, version 1.4, Adobe Systems Incorporated ISBN 0 200 175839 3:2003  |   |   |   |
| SR65 | The Provider shall ensure that the system is able to pass the MODNet Security Accreditation Process |   |   |   |
| SR66 | The Provider shall ensure that the system conforms to and adheres to the Data Protection Act 1998 and GDP |   |   |   |
| SR67 | The system shall comply with JSP 602: 1036 - Security Architecture |   |   |   |
| SR68 | The system must be accredited, in accordance with current MOD policy |   |   |   |
| SR69 | The system shall ensure that MOD documents entering and leaving the MOD domain do so through an MOD XML gateway |   |   |   |
| SR70 | The system shall comply with extant MOD and National Security Requirements |   |   |   |
| SR71 | The system shall conform and shall adhere to the Official Secrets Act |   |   |   |
| SR72 | The system shall conform to the Health and Safety at Work Act 1974 |   |   |   |
| SR73 | The system must be available 24 hours a day, 7 days a week |   |   |   |
| SR74 | The system shall be supported by an Application Help Desk that uses the English language  |  |  |  |
| SR75 |

|  |  |
| --- | --- |
| Application Help Desk - Phone support must be availabile 9 to 5 (UK Time) Monday to Friday except on public holidays |  |

 |   |   |   |
| SR76 | Application Help Desk – System question emails must be responded to within 8 hours and Routine questions within 5 days |  |  |  |
| SR77 | The system shall be able to support scheduled downtime outside normal working hours |   |   |   |
| SR78 | The system shall support availability of service of a minimum of 98% |   |   |   |
| SR79 | The system shall be able to support incident resolution of critical incidents of no more than 8 hours non availability |   |   |   |
| SR80 | The system shall be capable of recovery to the latest implemented version and configuration |   |   |   |
| SR81 | The system shall be supported and maintained for the length of the contract |   |   |   |

PART 5 – DOCUMENT SUPPORT

Context Documents

1. ‘As Is’ IDC business process model (see page 24)



Glossary

|  |  |
| --- | --- |
| Term | Definition |
| DSA | Defence Safety Authority |
| CR | Collision Report  |
| IDC | Transport Safety and IMPACT Data Cell |
| MOD | Ministry of Defence |
| MOE | Measure of Effectivness |
| MOP | Measure of Performance |
| MTO | Motor Transport Officer |
| MTSR | Movements & Transport Safety Regulator |
| PIA | Post Incident Action |
| RTC | Road Traffic Collision - This term is a combination of the two (Accident/Incident) and is used for statistic purposes |
| RTA | Road Traffic Accident – Having a third party involvement |
| RTI | Road Traffic Incident – Having no third party involvement |
| TLB | Top Level Budget |
| UIN | Unique Identification Number |

Annex B

CONTRACT MANAGEMENT

1a. The Authority intends to apply Level 1 Standard for contract management to this contract, Level 1 is a ‘light touch’ approach which might typically be used for contracts below £10m.

1b. Contract Management is the proactive monitoring, control and management of all activities necessary to ensure the goods, services and works are delivered in accordance with the contractual arrangement.

1c. Where the Contractor is not meeting their obligations, remedies available under the contract will be considered. Effective management of the Authority’s contract obligations are of equal importance to the monitoring of a Contractor’s performance.  Therefore the contract will be proactively managed to ensure that the three core areas of Contract Management, namely Managing Performance & Service Delivery, Contract Administration and Managing Relationships are adhered to.

Key Commercial Activities in Contract Management are:

1. ensuring the MoD delivers its obligations to the contractor;
2. issuing any letters to the contractor regarding failure of performance;
3. ensuring any contract remedies for performance failures are applied promptly
4. authorising any performance incentives contained in the contact;
5. ensuring contractors are paid promptly on satisfactory delivery or performance in accordance with the contract payment mechanism;
6. where there is a formal acceptance process, formally accepting a contractor has performed and delivered their contractual obligations;
7. Ensuring contract administration and final closure activities are carried out promptly, and in line with policy.

MONITORING PERFORMANCE & PROGRESS MEETINGS

2a. The Contractor shall be responsible for monitoring performance of the deliverables in accordance with the performance criteria set down in the Statement of Requirements, and shall provide the Designated Officer with full particulars, of any aspects of its performance which materially fail to meet the requirements of the Contract, unless otherwise notified in writing by the Authority.

2b. The Contractor shall, take into account all requirements arising from the Contract, issue appropriate operating and procedural instructions in writing to their own staff engaged on the Contract.

2c. The Contractor shall maintain such records in respect of the Contract as the Authority may reasonably require and will on request produce them for inspection by the Authority. All such records will be retained for 6 years upon Contract expiry or termination, and will not be released, published or disposed of without the prior written approval of the Authority unless otherwise required by law or regulation.

2d. The Contractor shall, on request by the Designated Officer, make written submissions or oral representations of the work done under the Contract in aid of any review of the performance of the Contract. Review Meetings between the Authority and the Contractor shall be held as detailed in the Statement of Requirements or as otherwise agreed between the Contractor and the Designated Officer. The Contractor shall make the necessary arrangements for the meetings, which will be held at the offices of the Designated Officer or at the Contractors’ premises.  A record of all meetings will be made by the Contractor and will be provided to the Authority for its approval no later than 20 working days following the date of the meeting.

2e. The Contractor shall arrange for the attendance of such members of staff and those of their Sub-contractor or agents who may be reasonably required by the Authority to attend as witnesses at Boards of Inquiry or similar proceedings.

PERFORMANCE REVIEW PROCEDURES

3. On or about twelve Contract Months after the Contract Commencement Date, the Contractor, DO, Contract Manager and Commercial Manager shall meet to review performance and delivery over the past year in line with the Key Performance Indicators (KPIs) detailed within this document. This review will focus on ensuring the outputs of KPIs are still meeting the requirement and to establish whether there is a need for adjustment. The report will also cover a review of risks and mitigation measures. Any change resulting from this review will be managed in accordance with DEFCON 620 (Edn 05/17) – Contract Change Control Procedure.

ADDITIONAL SERVICES – QUOTATIONS AND AUTHORISATION PROCESS

4a. The Contractor shall submit an estimated resource requirement for the Road Traffic Collision Reporting Tool Project Team to review/assessment on the Task Data Form for services required within the Statement of Requirement by the Authority. The Contractor shall not undertake any such work until authorisation has been given by the Authority’s Project Manager. Any work undertaken by the Contractor prior to this approval may result in non-payment for this work. The Contractor will then quote the works order number to enable payment

4b. The Contractor shall quote for each Task by completing the form and submitting a copy of the quotation to the Project Team for agreement and authorisation.

4c. Upon authorisation, the Authority shall forward the authorised copy to the contractor to certify the requirement has been completed.

In addition to the terms and conditions of the CCS Framework Agreement RM 1557.10 for G-Cloud 10 the following MOD DEFCONs will apply to any Contract resulting from this Request for Quote.

DEFCON 76 – Contractor’s Personnel at Government Establishments

Annex C

Original Task No RM 1557 Lot 2 Software

SUPPLIERS DETAILS

Company Name:

Address:

Registration Number:

NCAGE:

DUNS Number:

Point of Contact:

Name:

Tel:

Email:

COMMERCIAL DETAILS:

Comrcl Team: Def Comrcl CC-HOCS1c

Name: Kirsteen Warnock

Tel: 0141 224 2460

Email: kirsteen.warnock896@mod.gov.uk

|  |  |  |
| --- | --- | --- |
| ITEM |  DESCRIPTION   |  Annex DRoad Traffic Collision (RTC) Reporting Tool (RTCRT) |
|  |  | YEAR 14 Mar 2019 to3 Mar 2020 | YEAR 24 Mar 2020 to3 Mar 2021 | OPTION-YEAR 34 Mar 2021 to3 Mar 2022 | OPTION-YEAR 44 Mar 2022 to3 Mar 2023 |
|   1   | Initial Development and Set Up; to satisfy the requirements specified within Statement of Requirement, Please provide a Price breakdown to include:  RTC Reporting Database (RTCRT) (KR01-16) Safety Dashboards (UR13) (SR47)Management Reporting Function (UR19)  Worldwide Mapping (UR20) Mobile Device Function (SR51)Training (UR05)Standard CostAdvanced CostApplication Help Desk (SR74-76)Help Function (SR48)             |    |  |  |  |
|   2  | System License User Fees - RTC Reporting Tool (KR03)(SR12)RTC Reporter = Unlimited (Direct Data submission only)Analyist User = 15 (up to and including)Administrator User = 2 (up to and including) |  |  |  |  |
|   3  | Support & Development of RTCRT Work scheduling and resourcing on any/all of RTCRT products to be agreed between DLSR and HOCS Commercial by Tasking Form prior to work commencing. (SR81) | To be costed using man day rates approved by DLSR prior to commencement  | To be costed using man day rates approved by DLSR prior to commencement  | To be costed using man day rates approved by DLSR prior to commencement  | To be costed using man day rates approved by DLSR prior to commencement  |
|  4  | Provision of firm man day rate card (by grade) to undertake developments to the system as pre-defined and tasked by the Designated Officer in support of Item 3Grades of potential work team and Rates:  Software Developer                 Software Tester                 Software Project Manager     |    |   |   |   |

|  |  |
| --- | --- |
| Defence Safety AuthorityDSA | TASK DATA FORM Annex ECONTRACT 700000806  |
| Task Number |  |
| Part 1 – The Requirement  |
| Signature |  |
| Name |  | Post |  | Date |  |
| Part 2 – Company ProposalDetail (use continuation sheet if necessary) |
| Signature |
| Name |  | Post |  | Date |  |
| Part 3 – DSA DLSR MTSR REG MOV SO2 Authority to Proceed |
| Signature |
| Name |  | Post |  | Date |  |
| Part 4 – DSA Financial Authority to Proceed |
| Signature |
| Name |  | Post |  | Date |  |
| Part 5 – DSA Commercial Authority to Proceed  |
| Signature  |
| Name |  | Post |  | Date |  |
| Part 6 – Confirmed Actual Expenditure |
|  |
|  |
| Net Cost |  | VAT Amount |  | Total Invoice Amount |  |
| Signature |
| Name |  | Post |  | Date |  |
| Part 7 – DSA Acceptance |
| Signature |
| Name |  | Post |  | Date |  |