

Award Criteria

Procurement and Support of a JTIDS Network Management System (JNMS) Fixed and Deployable

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1. Introduction

This document contains the assessment criteria that will be used to evaluate the technical responses to the Invitation to Tender (ITN) for the JTIDS Network Management System (JNMS) Fixed and Deployable Contract.

Potential Providers are required to respond to **all** criteria. Failure to do so may result in your tender being non-compliant.

Each criterion includes an introduction, Aim and Background to the topic being assessed, a list of reference information (documents or SRD's where applicable), the response required (evidence), a weighting and an outline of the way that the Evaluators will assess the response in the form of a Scoring Guidance.

Tenderers should read and understand the scoring guidance as well as the list of required response items before preparing their submission for each criterion.

2. Definitions

Subject	Definition
CDL	Commerce Decisions Limited
ITN	Invitation to Negotiate

Table 1 – Definitions

3. Procurement Procedure

This will be a competitive negotiated procedure (ITN) under which Tenderer's are invited to submit tenders that form the basis of post-tender negotiations, which through the procedure will adapt the tenders to meet the procurers' requirements. The aim of post-tender negotiations under the competitive negotiated procedure is to improve, in value for money terms, the tender submitted by the leading Tenderer.

4. Evaluation Methodology Overview

Contract award will be based on Most Economically Advantageous Tender (MEAT) basis, focusing on assessment of a specific set of ITN deliverables, compliance with commercial and technical criteria and the offer price.

5. Identification of Preferred Tenderer

The Tenderer's compliance with the Authority's stated requirements (both Commercial and Technical) will be reviewed and their responses to a set of ITN deliverables will be evaluated. Those tenders that are deemed commercially/technically compliant will then be assessed on technical competence and price

The Preferred Tenderer will be identified by applying the MEAT calculation after completion of the Tender Assessment. Only compliant tenders will be considered in the MEAT calculation.

6. Award Criteria

Award Criteria Weights

Award Criteria Name	Weight (%)
Overall	100
AC 1. Transition Plan and Execution	15
AC 2. Project Management	5
AC 3. Schedule	5
AC 4. FIXED - System Performance and Availability	12
AC 5. DEPLOYABLE - System Performance and Availability	10
AC 6. Network Connection	7
AC 7. Effective Management and Supervision of the contract	5
AC 8. Testing and Testing Methodology	10
AC 9. Configuration Management	2
AC 10. Integrated Logistics Support	10
AC 11. System Training	7
AC 12. Legislation, Safety and Environmental	12

AC 1. Transition Plan and Execution (15.00%)

Aim

This project is replacing an operational system, for transition to be a success it is vital that the contracted supplier maintains continuity of service so that the UK's fixed and deployable TDL network management capability remains operational throughout the change in system and provider.

This will require careful planning, communication, cooperation with the Authority, the incumbent provider(s) and other stakeholders.

Background

The Authority targets the scheduled start date for JTIDS Network Management System (JNMS) Fixed and Deployable as October 2018.

The new system (both fixed and deployable) needs to be fully operational by 1st April 2019.

The pace of the transition at a site by site level will be dependent upon new equipment readiness, installation, testing, sequencing and staff training.

During Transition operational capability must not be impacted and any reduction in Operational resilience should be minimised during cutover and planned so that sufficient advance-warning is given to the Authority.

The Authority believes that the successful Transition from to the new system will depend on the flexibility, project management, capacity and capability of the Potential Provider to ensure the operational date is met and risks are mitigated.

The Authority requires the use of best practice Portfolio, Programme and Project Management (P3M) or its equivalent to ensure success.

References

All documents within the ITN documentation should be considered.

Page Cap

The response must be limited to 10 sides of A4 excluding diagrams or specific datasheets (references may be made to other criteria, but their page caps shall not be exceeded).

Response Required

1. A Transition Project Management Plan (see Annex A) and management approach for this project that details: -
 - a. Your effort, mobilisation, and resource plans,
 - b. Defined processes and approach to managing the transition pre-and post-contract delivery date,
 - c. Transition Schedule including timeline of activities, milestones and tasks,
 - d. Sequencing of fixed and deployable handovers,
 - e. The Assumptions, dependencies, Operational risks, Issues and Opportunities for the Transition Period.
 - f. Your plan detailing how Operational resilience will be maximised and during Transition and cutover how you will minimise any impact to in-service capability.
 - g. Testing Schedule,
 - h. Training Schedule,
 - i. Handover Schedule,

[Redacted]

2. The relevant specialist experience and qualifications of your proposed Transition Manager and the associated team for managing this project.
3. How you will record, communicate and report progress of transition during the phase-in period.

Scoring Guidance

The Authority will consider the characteristic statements in the table below and give a score according to the number of statements that, in its unbiased professional judgement, are TRUE.

Score characteristics		High Confidence	Good Confidence	Low Confidence	Unacceptable
A	The Transition PMP and approach provided addresses the requirements and it is in sufficient detail to demonstrate a clear understanding of all the key steps to be taken for successful transition specific to this project.	All score characteristics are true	All but 1 score characteristic is true	All but 2 score characteristics are true	All but 3 score characteristics are true
B	The assumptions, operational risks, dependencies and issues are considered reasonable by the Authority, the mitigations seek to address these, and ownership of risk remains appropriate.				
C	The Transition schedule is considered robust, of sufficient detail, realistic and achievable, and is adequately resourced.				
D	The plan detailing how Operational resilience will be maximised during cutover and how it will minimise any impact to in-service capability is sufficiently detailed and considered to be low risk to the in-service capability.				
E	The communication plan with stakeholders and the reporting of transition progress is clear, concise, of an appropriate frequency and of sufficient detail appropriate for this contract.				
F	The Transition Manager and team information provided shows relevant depth of experience across the team to this project scope (i.e. JTIDS); and of handling projects of comparable complexity, size and criticality.				
G	The Testing and Training schedules addresses the requirements and it is in sufficient detail to demonstrate a clear understanding of all the key steps to be taken for successful transition specific to this project.				

[Redacted]

AC 2. Project Management (5.00%)

Aim

Robust project management is required by the supplier to ensure the effective planning, mobilisation, transition and the service delivery of the full contract scope from contract award and throughout the term.

The application of Portfolio, Programme and Project Management (P3M) or equivalent by the supplier through an experienced and qualified team is essential

Background

The Authority require best practice and robust project management (P3M or its equivalent) to ensure success, to deliver the services and outputs required on time and on cost, over the term

References

All documents within the ITN documentation should be considered.

Page Cap

The response must be limited to 10 sides of A4 excluding diagrams or specific datasheets (references may be made to other criteria, but their page caps shall not be exceeded).

Response Required

1. A Project Management Plan and management approach for this project that details: the defined processes and approach to managing the project through the term,
2. Your Master Data and Assumptions List (MDAL) detailing assumptions, dependencies and exclusions and AED's.
3. Cost and Risk Management Process over the term.
4. Reporting and Performance management process for this project, including the process of rectification in case of performance issues.
5. The project organisation, its structure, and the relevant experience and qualifications of your proposed Project Manager and key team members managing this project.
6. Detailed GFx requirement detail over the term.
7. How your project management process varies from P3M as used by Authority and if so why.

Scoring Guidance

The Authority will consider the characteristic statements in the table below and give a score according to the number of statements that, in its unbiased professional judgement, are TRUE.

[Redacted]

Score characteristics		High Confidence	Good Confidence	Low Confidence	Unacceptable
A	The PMP and approach provided addresses the requirements and it is in sufficient detail to demonstrate a clear understanding of all the key steps to be taken for this project.	All score characteristics are true	All but 1 score characteristic is true	All but 2 score characteristics are true	All but 3 score characteristics are true
B	The MDAL and AED's are is considered reasonable and appropriate by the Authority, and ownership of risk remains appropriate.				
C	The cost and risk management process are considered robust, of sufficient detail and reasonable.				
D	Reporting and Performance management process is considered robust, of sufficient detail and reasonable.				
E	The project manager and key team are considered to have relevant experience and qualifications and the organisation structure is detailed, shows dedicated and shared resources and explains utilisation				
F	GFx Requirements are clear and understood over the term and are appropriate for the scope.				
G	Project management variances to P3M are clearly set out with reasoning and are considered to not impact the Authority project management process.				

[Redacted]

AC 3. Schedule (5.00%)

Aim

A robust transition schedule that is qualified is essential to achieving the operational live date requirements

Background

The Authority needs assurance that the schedule is qualified and therefore needs to understand the WBS, Resourcing, Loading and justification behind the schedule.

The Authority targets the scheduled the contracted start date for JTIDS Network Management System (JNMS) Fixed and Deployable as October 2018.

The new system (both fixed and deployable) needs to be fully operational by 1st April 2019.

References

All documents within the ITN documentation should be considered.

Page Cap

The response must be limited to 4 sides of A4 excluding diagrams or specific datasheets (references may be made to other criteria, but their page caps shall not be exceeded).

Response Required

1. Your Schedule,
2. WBS and Resource plan,
3. Resource Loading detail,
4. Detailed Schedule justification.

Scoring Guidance

Rating	Score	Characteristics
High Confidence (HC)	100	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.
Good Confidence (GC)	70	The response is sufficiently detailed to demonstrate a Good Confidence understanding and provides details of how the requirements will be fulfilled
Low Confidence (LC)	30	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled
Unacceptable (U)	0	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.

AC 4. FIXED - System Performance and Availability (12.00%)

Aim

The system provided must be available and maintainable for operational use by the Authority in accordance with the stated requirements. To achieve this each part of the system must be designed to perform and meet these requirements over the term. And must be able to maintain availability reliably under both Crisis and Normal operations.

Background

The JTIDS Network Management System (JNMS) is an operationally vital system in the management and monitoring of UK Link 16 operations.

The system and the component parts of it, must be able to meet Crisis Operation or Normal Operations availability requirements.

Furthermore, under Normal Operations when planned maintenance is required it should not impact system availability.

When deployed or in times of crisis the ability to carry out normal planned maintenance may be impacted, and so flexibility should be considered and planned for.

References

See SR 485 to SR 510

All documents within the ITN documentation should still be considered.

Response Required

1. System design, products selected with justification as to why this will achieve and maintain the required levels of performance and availability of the system over the term of the contract.
2. Planned maintenance plan detailing your approach to maintaining the system and the required level of performance and availability of the system over the term, considering specifics for the system location.
3. Detail how you will monitor, measure, calculate and report the system performance and availability. And the plan of action if performance, or availability fails to meet the design or if maintainability is compromised.
4. For this criterion, provide details of all significant risks and issues within your control and influence with full and appropriate mitigation for each.

Page Cap

The response must be limited to 8 sides of A4 per plan excluding diagrams or specific product datasheets (references may be made to other criterion, but their page caps shall not be exceeded).

Scoring Guidance

The Authority will consider the characteristic statements in the table below and give a score according to the number of statements that, in its unbiased professional judgement, are TRUE.

Score characteristics		High Confidence	Good Confidence	Low Confidence	Unacceptable
A	The system and justification for the products selected fully considers the different operating conditions and sufficient proof is provided to give confidence of performance and availability of the design both initially and over the term of the contract.	All score characteristics are true	All but 1 score characteristic is true	All but 2 score characteristics are true	All but 3 score characteristics are true
B	The Planned maintenance approach is considered robust, mature, proactive and is scheduled so that it does not impact normal operational availability.				
C	The method for monitoring, measuring and calculating the level of system availability is considered of sufficient detail, will provide meaningful data and considers operational factors that may limit real time monitoring.				
D	The plan of action if the design or products selected are found to effect performance or availability or maintainability is compromised is considered robust and the responsibilities align with expectations.				
E	The assumptions, operational risks and issues are considered reasonable by the Authority, the mitigations seek to address these, and ownership of risk remains appropriate.				

AC 5. DEPLOYABLE - System Performance and Availability (10.00%)

Aim

The system provided must be available and maintainable for operational use by the Authority in accordance with the stated requirements regardless to the theatre of operations. To achieve this each part of the system must be designed to perform and meet these requirements. And must be able to maintain availability reliably under both Crisis and Normal operations.

Background

The JTIDS Network Management System (JNMS) is an operationally vital system in the management and monitoring of UK Link 16 operations.

The system must be able to meet Crisis Operation or Normal Operations availability requirements.

When under Normal Operations planned maintenance is required it should not impact system availability.

When deployed in the theatre of operations the ability to carry out normal planned maintenance may be impacted and so should be considered.

References

See SR 485 to SR 510

All documents within the ITN documentation should still be considered.

Response Required

1. System design, products selected with justification as to why this will achieve and maintain the required levels of performance and availability of the system over the term of the contract.
2. Planned maintenance plan detailing your approach to maintaining the required level of performance and availability of the system, considering specifics for the system location (undeployed, and deployed and its theatre of operations)
3. Detail how you will monitor, measure, calculate and report the system performance and availability. And the plan of action if performance, or availability fails to meet the design or if maintainability is compromised.
4. For this criterion, provide details of all significant risks and issues within your control and influence with full and appropriate mitigation for each.

Page Cap

The response must be limited to 8 sides of A4 per plan excluding diagrams or specific product datasheets (references may be made to other criterion, but their page caps shall not be exceeded).

Scoring Guidance

The Authority will consider the characteristic statements in the table below and give a score according to the number of statements that, in its unbiased professional judgement, are TRUE.

Score characteristics		High Confidence	Good Confidence	Low Confidence	Unacceptable (U)
A	The system and justification for the products selected fully considers the different operating conditions and sufficient proof is provided to give confidence of performance and availability of the design both initially and over the term of the contract.	All score characteristics are true	All but 1 score characteristic is true	All but 2 score characteristics are true	All but 3 score characteristics are true
B	The Planned maintenance approach is considered robust, mature, proactive and is scheduled so that it does not impact normal operational availability.				
C	The method for monitoring, measuring and calculating the level of system availability is considered of sufficient detail, will provide meaningful data and considers operational factors that may limit real time monitoring.				
D	The plan of action if the design or products selected are found to effect performance or availability or maintainability is compromised is considered robust and the responsibilities align with expectations.				
E	The assumptions, operational risks and issues are considered reasonable by the Authority, the mitigations seek to address these, and ownership of risk remains appropriate.				
F	The System design and planned maintenance plan has considered the performance, availability requirements when deployed theatre of operations and fully considers the disruption to planned maintenance whilst deployed and additional actions required to ensure operational availability.				

AC 6. Network Connection (7.00%)

Aim

The Authority requires assurance that the Potential Provider solution will maintain a secure and effective network connection to the relevant MOD backbone irrespective of theatre of operations.

Background

The JTIDS Network Management System (JNMS) is an operationally vital system in the management and monitoring of UK Link 16 operations.

Military networks are classified, all connections are covered by specific regulation and accreditation.

The Authority need assurance that the Potential Provider's;

1. Will meet the requirements for connecting to classified Military networks.
2. Has designed the system to cater for the bandwidth and quality of service limitations.
3. Will deploy resources to satisfy the network connection accreditations and regulatory requirements during transition.

References

See SR 20 and SR 446

All documents within the ITN documentation should still be considered.

Response Required

1. Provide a network connection plan defining how you will connect to MOD networks, for both fixed (static to the SLI) and deployable capability (host nation accredited SLI equivalent).
2. Explain with justification your network connection plan.

Page Cap

The response must be limited to 6 sides of A4 per plan (references may be made to other criteria, but their page caps shall not be exceeded).

Scoring Guidance

Rating	Score	Characteristics
High Confidence (HC)	100	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.
Good Confidence (GC)	70	The response is sufficiently detailed to demonstrate a Good Confidence understanding and provides details of how the requirements will be fulfilled
Low Confidence (LC)	30	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled

[Redacted]

Unacceptable (U)	0	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.
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[Redacted]

AC 7. Effective Management and Supervision of the contract (5.00%)

Aim

Management of the contract and contractor's performance against KPI is key as this system is an operationally vital system in the management and monitoring of UK Link 16 operations. Effective consistent management of the contract will ensure performance and availability requirements are met and will reduce the risks to operations over the term of the contract.

Background

To deliver this contract to the satisfaction of the Authority the Potential Provider needs to provide a well-managed, dedicated, accessible, flexible and responsive service throughout the term.

This requires the development of an open and collaborative relationship with the Authority's management Team and other stakeholders.

The benefit of openness in this relationship should not be underestimated nor should the benefit of good reporting and communication.

If issues occur escalation paths need to be clear, available and informed.

References

All authority documentation issued with this ITN.

Response Required

1. Explain how you will manage the contract by providing a Contract Management Plan. which also describes the team, and its organisational structure.
2. Provide definitions of the specialisms, qualifications and certification that your key personnel will have and maintain and explain if / why any team changes are planned after transition.
3. Explain how the management team will interface with the Authority and other key stakeholders.
4. Provide details of the corporate resources that you will make available to support the contract management and how they will interact with the Authority managers and supervisors.
5. Provide proposals and evidence of the data and reporting mechanisms you will use to ensure accurate and timely information is communicated to the Authority's Contract Manager on performance against contract requirements.
6. Explain the process for escalation issues that are not resolved at the 'local' level for immediate attention, and how this will aid the resolution.
7. Provide the contract Governance Structure and Plan.

Page Cap

The response must be limited to 6 sides of A4 (references may be made to other criteria, but their page caps shall not be exceeded).

[Redacted]

Scoring Guidance

Rating	Score	Characteristics
High Confidence (HC)	100	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.
Good Confidence (GC)	70	The response is sufficiently detailed to demonstrate a Good Confidence understanding and provides details of how the requirements will be fulfilled
Low Confidence (LC)	30	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled
Unacceptable (U)	0	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.

[Redacted]

AC 8. Testing and Testing Methodology (10.00%)

Aim

The aim of testing is to ensure that the system is ready for cutover, and that the delivered system meets the Authority's needs, and that the capability is delivered with no unwelcome surprises.

Therefore, the Authority needs to understand how you will prove the system is fully tested and meets requirements

Background

The Providers test plans and testing ensure that the objectives are clearly understood, agreed and the evidence required to provide they are met.

The output is a set of fully functional and tested systems.

References

See SRR 557

All documents within the ITN documentation should still be considered.

Response Required

1. Provide detail of the documentation and processes that will outline how compliance is demonstrated.
2. Explain how you will you plan and conduct the PDR, CDR, FAT and SAT.
3. Initial VVRM, ITEAP and VCRI
4. Provide details of your testing resources, their relevant experience and qualifications.

Page Cap

The response must be limited to 10 sides of A4 excluding diagrams and tables (references may be made to other criteria, but their page caps shall not be exceeded).

Scoring Guidance

The Authority will consider the characteristic statements in the table below and give a score according to the number of statements that, in its professional judgement, are a True level of response.

Score characteristics		High Confidence	Good Confidence	Low Confidence	Unacceptable
		All charact	All but 1	All but 2	All but 3
A	The plans are considered to be at an appropriate level of detail for this stage of the project and demonstrate a workable solution for achieving acceptance.				

[Redacted]

B	The plans and supporting documentation are considered appropriate to meet the needs of the programme throughout the Acceptance, Demonstration and Manufacture Phases of the CADMID Cycle including but not limited to VVRM, ITEAP and VCRI initial plans				
C	The scheduled activities required to achieve PDR, CDR, FAT and SAT are fully aligned to Authority processes and are considered appropriate.				
D	The roles, responsibilities and experience of the resources are relevant to this project requirements, and the Authority and considered qualified for PDR, CDR, FAT and SAT to be managed appropriately.				

[Redacted]

AC 9. Configuration Management (2.00%)

Aim

The Authority require effective and fully managed configuration and release management for JTIDS Network Management System (JNMS) Fixed and Deployable capability including hardware, software and documentation throughout the life of the contract,

Background

The JTIDS Network Management System (JNMS) is an operationally vital system in the management and monitoring of UK Link 16 operations.

Configuration Management must focus on establishing, and maintaining, the consistency of the system throughout the term and is critical to ensure the service can remain maintained and supported and will also allow this operationally vital system to be rebuilt correctly in the event of errors, failures or catastrophes.

The Authority requires that the Potential Providers comply with and use best practice configuration management of the system throughout the life of the contract.

References

All documents within the ITN documentation

Response Required

1. Detail with justification how you will deliver effective and fully managed configuration management throughout the life of this contract.
2. Explain in detail how you plan to deliver effective and fully managed hardware, software, security and Anti-virus upgrades, changes and fixes.
3. Detail how you will ensure formal (and safely) recording all change details not only what was changed in the product but why it was changed will be recorded within Inventory Management
4. Explain how you manage configuration management for ready to deploy and deployed equipment and how it will differ to those that are fixed, including the process for configuration assurance of equipment when returning from a deployment.
5. For this criterion, identify and appropriately mitigate all significant risks associated with your solution.

Page Cap

The response must be limited to 6 sides of A4 per plan (references may be made to other criteria, but their page caps shall not be exceeded).

Scoring Guidance

Rating	Score	Characteristics
High Confidence (HC)	100	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.

[Redacted]

Good Confidence (GC)	70	The response is sufficiently detailed to demonstrate a Good Confidence understanding and provides details of how the requirements will be fulfilled
Low Confidence (LC)	30	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled
Unacceptable (U)	0	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.

[Redacted]

AC 10. Integrated Logistics Support (10.00%)

Aim

To ensure that the Potential Provider's solution will provide efficient and cost effective integrated logistic support (ILS) tailored to JTIDS Network Management System (JNMS) Fixed and Deployable capability throughout the life of the contract.

The Authority requires a system that can and will be supported for duration of the contract and will meet the required system availability target. If a failure does occur the system should be both simple and quick to fix.

Background

The Authority requires best practice Integrated Logistics Support (ILS), maintenance techniques and methodology are in place, provided and used throughout the life of the contract.

It is vital that the system is simple to support, can be supported and will be supported for the duration of the contract. Prompt resolution of issues they require support is essential to Operational Availability requirements supportability.

The focus should be on maintain operational availability, with obsolescence risk and sourcing of spares throughout the term should be incorporated in the solution.

The current system has required additional investment from the Authority to ensure spares availability and to tackle obsolescence, the new system must not repeat this nor pass unreasonable risk to the authority.

References

SRR 469, SRR 470,

SRR 485 to SRR 505

SRR 506 to SRR 510

SRR 511 to SRR 542

SRR 545 and SRR 546

Additional references may be found in other documents within the ITN documentation

Response Required

1. Provide a ILS plan and element plans that are aligned to DLF with justification how you will deliver Integrated Logistics Support for this contract.
2. Explain with justification the Maintenance plan detailing how you will deliver maintenance for this contract including but not limited to hardware and software.
3. Provide an In-Service Support Plan (ISSP) with detail of contact points, contact methods, response and resolution times.
4. For this criterion, provide details of all significant risks and issues within your control and influence with full and appropriate mitigation for each.
5. Explain specifically how issues regarding parts availability, spares modelling and obsolescence management over the term of the contract will be managed and where the responsibilities lie.

Page Cap

The response must be limited to 10 sides of A4 excluding relevant diagrams provided as annexes (references may be made to other criteria, but their page caps shall not be exceeded).

Scoring Guidance

The Authority will consider the characteristic statements in the table below and give a score according to the number of statements that, in its unbiased professional judgement, are TRUE.

Score characteristics		High Confidence	Good Confidence	Low Confidence	Unacceptable
A	The ILS plan, and associated justification is considered, mature, robust and detailed, and is aligned to DLF, and justifies how support will be provided through the life of this contract	All score characteristics are true	All but 1 score characteristic is true	All but 2 score characteristics are true	All but 3 score characteristics are true
B	The Maintenance plan, regime and process is sufficiently detailed, and clear to demonstrate how maintenance requirement will be met over the contract term				
C	The ISSP and its associated justification is considered, mature, robust and detailed, and provides clear detail of how ISSP requirements will be met through the life of this contract including contact points, methods, response and fix times.				
D	The obligations for parts availability or obsolescence over the term of the contract is clearly set out and risk apportionment over the term is understood and considered reasonable. Spares modelling has been provided along with the model used has sufficient detail and justification to be validated by DE&S				
E	The Potential Provider has identified and appropriately mitigated all significant risks associated with their solution in relation to this criterion.				

AC 11. System Training (7.00%)

Aim

The Authority require competently trained staff that can effectively operate, set up and sight the JTIDS Network Management System (JNMS,) Fixed and Deployable capability.

Background

The Authority requires provision of effective and suitability tailored training for end users on the new system and training materials to be maintained throughout the life of the contract.

As part of this training and the materials staff must be trained on how to operate and set up, build and run their own simulations.

References

See SR 541 to SR 548

All documents within the ITN documentation should still be considered.

Response Required

1. Provide an initial Training Needs Analysis for your JTIDS Network Management System (JNMS) Fixed and Deployable capability solution that is compliant with DSAT.
2. Provide an initial training plan for the JTIDS Network Management System (JNMS) Fixed and Deployable capability solution (to include how to set up the Deployable capability i.e. Masts, Aerials, safe handling, etc).
3. Explain how you will provide effective training material and training that will meet the Authority's needs for the requirements such as: -
 - a. The dedicated system training of end users and analysts and others.
 - b. End user cross-over training, outgoing system to incoming system.
 - c. An effective train the trainer package.
 - d. Simulation Training for both scripting, configuration and running.
 - e. Training for Set up and sighting of the Deployable systems
 - f. Basic Fault finding,
 - g. Training on how to securely extract collected data for investigation.
4. Explain how you will ensure that the relevant training material and training documentation will be updated following systems changes, updates, upgrades or modifications over the term.
5. Provide a job description setting out the roles and responsibility together with the CV of a named member of your team, who you consider would have the standard of qualifications, experience and personal attributes to successfully deliver the Authority's training requirements.
6. Explain with timescales how you will develop your initial plan into a living document to be reviewed and maintained throughout the life of the contract.

Page Cap

The response must be limited to 10 sides of A4 (references may be made to other criteria, but their page caps shall not be exceeded).

Scoring Guidance

The Authority will consider the characteristic statements in the table below and give a score according to the number of statements that, in its unbiased professional judgement, are TRUE.

Score characteristics		High Confidence	Good Confidence	Low Confidence	Unacceptable
A	The initial Training Needs Analysis document is suitably mature for this stage of the competition is relevant to this project and considered sufficiently detailed.	All score characteristics are true	All but 1 score characteristic is true	All but 2 score characteristics are true	All but 3 score characteristics are true
B	The initial training plan is suitably mature for this stage of the competition. Is inclusive of requirements and considered robust.				
C	The Potential Provider will apply an entirely appropriate process for train the trainer and updating of relevant training material and documentation.				
D	Training differences across the Fixed and Deployable system are clearly identified and aligns with requirements.				
E	The Trainer job description is entirely appropriate for a person delivering the system training associated with this criterion.				
F	The training team leader whose CV is provided is an entirely suitable experienced trainer.				

AC 12. Legislation, Safety and Environmental (12.00%)

Aim

To ensure Potential Provider's solution will be safe and will achieve an adequate level of Safety and Environmental Certification

Background

The Safety and Environmental Management Plan (SEMP) is required at Contract Award and therefore must be complete at Tender submission.

The Authority needs to be assured that the system will be safe to operate, transport and store, both during the testing phase and upon acceptance of the final system and needs to be assured that sign-off of the safety case will be achieved by the In-Service Date.

References

DEF STAN 00-56: Safety Management Requirements for Defence Systems

Acquisition Safety and Environmental Management System (ASEMS)

All Authority issued documentation.

Response Required

Provide the following: -

1. A draft SEM to set out and record the safety and environmental management arrangements for the Equipment, and the actions and processes to follow to ensure safe operation and support of the Equipment
2. The Potential Provider should demonstrate, within the SEM, understanding of the Authority's as Low as Reasonably Practicable (ALARP) methodology and the Best Practicable Environmental Option (BPEO) methodology within this ITN context, and when risk assessments and risk analysis should be conducted.
3. Safety and Environmental Case Report (SECR) the equipment upon which your solution is based which proves that the system design is acceptably safe, risks have been reduced so far as reasonably practicable, ALARP can be achieved in service and it is demonstrably safe to proceed to testing.
 - a) Provide a reasoned argument that the solution is tolerably safe for its intended use during Operation; and that residual risk is ALARP
 - b) State the hazard assessment approach with associated hazard list; risk estimation and recommendations for further risk reduction
 - c) State the results of any testing
 - d) Provide status against legislative compliance of all equipment supplied to all relevant UK and EU directives.

[Redacted]

Scoring Guidance

Rating	Score	Characteristics
High Confidence (HC)	100	The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.
Good Confidence (GC)	70	The response is sufficiently detailed to demonstrate a Good Confidence understanding and provides details of how the requirements will be fulfilled
Low Confidence (LC)	30	The response addresses some elements of the requirement but contains insufficient / limited detail or explanation to demonstrate how the requirement will be fulfilled
Unacceptable (U)	0	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.

[Redacted]