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1. PURPOSE

1.1 The purpose of this document is to source a partner to support the REDACTED to develop the Portfolio Management Office (PMO) through development of skills, advice and assisting in delivery of specific products.

2. BACKGROUND TO THE AUTHORITY

2.1 REDACTED

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

3.1 REDACTED

4. DEFINITIONS AND ACRONYMS

Expression or Acronym	Meaning
AQL	Acceptable Quality Level
REDACTED	REDACTED
CV	Curriculum Vitae
REDACTED	REDACTED
GFA	Government Furnished Assets
KiD	Knowledge in Defence
MCA	Multi Criteria Analysis
MDAL	Master Data Assumptions List
MOD	Ministry of Defence
REDACTED	REDACTED
PMO	Portfolio Management Office
P3M	Project, Programme and Portfolio Management
QMS	Quality Management System
ROM	Risk and Opportunity Management
SME	Subject Matter Expert

TBC	To Be Confirmed
REDACTED	REDACTED
WP	Work Package

5. THE REQUIREMENT

5.1.1 REDACTED

Phase 1 - within 6 months of contract signature

Phase 1 - Strategy and Planning (WP 1)

REDACTED

Phase 1 - Change Control (WP 2)

REDACTED

Phase 1 - Reporting and Delivery Analysis (WP 3)

REDACTED

Phase 1 - Risk and Opportunity Management (WP 4)

REDACTED

Phase 1 - Benefits Management (WP 5)

REDACTED

Phase 1 - P3M Upskilling (WP 6)

REDACTED

Phase 2 Requirements - 7-12 months from contract signature

Phase 2 - Strategy and Planning (WP 1)

REDACTED

Phase 2 - Change Control (WP 2)

REDACTED

Phase 2 - Reporting and Delivery Analysis (WP 3)

REDACTED

Phase 2 - Risk and Opportunity Management (WP 4)

REDEACTED

Phase 2 - Benefits Management (WP 5)

REDACTED

Phase 2 - P3M Upskilling (WP 6)

REDACTED

Phase 3 Requirements - from 13-24 months from contract signature

Phase 3 - Strategy and Planning (WP 1)

REDACTED

Phase 3 - Delivery Assurance and Change Control (WP 2)

REDACTED

Phase 3 - Reporting and Delivery Analysis (WP 3)

REDACTED

Phase 3 - Risk and Opportunity Management (WP 4)

REDACTED

Phase 3 - Benefits Management (WP 5)

REDACTED

Phase 3 - P3M Upskilling (WP 6)

REDACTED

Phase 4 Requirements - 25-36 months from contract signature

REDACTED

6. AUTHORITY'S RESPONSIBILITIES

- 6.1 The Authority will be integral to all activity undertaken with the PMO Partner, who will work in tandem with the PMO Team Leads in delivering the REDACTED PMO Development contract. The lead customer will be REDACTED. He will be assisted in reviewing progress against deliverables by representatives including relevant the PMO Deputy Heads and Assistant Heads.
- 6.2 The Authority will be responsible for the on-boarding of the Provider's staff including induction of staff to REDACTED ways of working and issuing of site passes and MOD IT equipment as required
- 6.3 REDACTED

7. REPORTING

- 7.1 The work strands will be led by the relevant Assistant Head with overarching co-ordination and cohesion managed by the PMO Deputy Heads.

7.2

Reporting Requirement	Participants
Weekly Workstream Progress Review - meetings (REDACTED or by Skype/MS Teams if face to face is not possible)	REDACTED PMO work package lead and supplier
Work packages to be approved by work package leads as and when complete.	REDACTED PMO work package lead and supplier.
Monthly progress review - dashboard and meeting (REDACTED or by Skype/MS Teams if face to face is not possible)	REDACTED PMO Deputy Heads and supplier
Monthly Progress & Financial Reports, in accordance with DEFCON 604 Edn. 06/14 (Progress Reports)	Supplier - to be submitted to: PMO Dep Hds. Content TBC at start up meeting with Provider
End of each phase review against dashboard (to be prepared by supplier). Meeting to be held at REDACTED or by Skype/MS Teams if face to face is not possible.	REDACTED PMO Head, PMO Deputy Heads and supplier.

8. CONTINUOUS IMPROVEMENT

- 8.1 Continuous improvement will be key to the development of the REDACTED PMO. The Supplier will be expected to continually improve the way in which the required support and services are to be delivered throughout the Contract duration.
- 8.2 The Supplier should present any new ways of working to the Authority during monthly progress review meeting.
- 8.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

9. ACCREDITATION

- 9.1 All consultants must be PMO accredited and have the relevant skills and experience to deliver the requirements. All consultants supporting the Planning and Strategy workstream must have at least practitioner skills for ORACLE Primavera P6. Skills and experience should be set out in CVs for provider staff.
- 9.2 A Cyber Risk Assessment has been raised for this requirement REDACTED
- 9.2.1 The Potential Provider must complete a Supplier Assurance Questionnaire (SAQ) against this Cyber Risk Assessment prior to contract award and should submit the completed SAQ with the tender response.
- 9.2.2 An SAQ can be completed online at: <https://supplier-cyber-protection.service.gov.uk>
- 9.2.3 Potential Providers can register to view the Assessment and submit their questionnaire at: <https://supplier-cyber-protection.service.gov.uk/organisation/register>
- 9.2.4 Further guidance on the Cyber Risk process can be found at: <https://www.gov.uk/government/collections/defence-cyber-protection-partnership>
- 9.2.5 If the SAQ is considered to be non-compliant, the winning Potential Provider will have the opportunity to provide a Cyber Implementation Plan to indicate how and by when they intend to meet the levels required of compliance for each of the individual requirements/controls associated with the risk profile

10. STAFF AND CUSTOMER SERVICE

- 10.1 The Authority requires the Provider to provide a sufficient level of resource throughout the duration of the REDACTED PMO partner contract in order to consistently deliver a quality service.
- 10.2 Within the provider team there must be experience in portfolio management in government, demonstrated through CVs. The Provider's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the contract
- 10.3 The Provider will ensure that any staff deployed shall remain on the project for at least phase 1 and thereafter changes must be agreed with the Authority in writing and in advance.
- 10.4 The Provider shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the contract

11. SERVICE LEVELS AND PERFORMANCE

11.1 The Authority will measure the quality of the Supplier's delivery by:

11.1.1

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery timescales	Deliverables to be prepared and received in line with the requirements set out in the tender document.	90% on time delivery
2	Quality of deliverables	Quality of provider work will be assessed through deliverable documents and improvements of maturity assessments.	100% quality of documents.
3	Knowledge transfer and upskilling	Delivery of upskilling requirements and maturity assessment.	100% delivery of upskilling requirements
4	Success of the partnership	The success of the partnership will be measured through the metrics identified by the Provider in the tender process.	As per tender
5	Reporting	Monthly through the performance review	On time delivery

12. SECURITY REQUIREMENTS

REDACTED

13. PAYMENT AND INVOICING

13.1 The payment mechanism will be via Contract Purchasing & Finance (CP&F)

13.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

13.3 Payment will be triggered by the Authority's acceptance of successfully completed deliverables, and in accordance with DEFCON 522 Edn. 11/17 (Payment and Recovery of Sums Due). The Bidders should define the proposed payment schedule in their bid.

13.4 Invoices should be submitted to:

13.4.1 Email: REDACTED

13.4.2 Hard copy: TBC at contract award

14. CONTRACT MANAGEMENT

14.1 Please see Paragraph 7: 'Reporting'.

14.2 Attendance at any Contract Review Meetings will be at Provider's own expense.

15. BASE LOCATION

REDACTED