



**Battlefield and Tactical Communications and
Information Systems Delivery Team**

**Statement of Requirement for the Provision of
MAKEFAST In Service Support under
BATCM/0306**

AUTHORISATION

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Signature

Date

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Date:

AMENDMENT HISTORY

Issue No.	Details of Amendment	Amended By	Date
0.1	Initiation (First Draft)	ISS Dev-BATCIS-TAC SwareMgr-PPM	25/09/2018
0.2	2 nd Draft – Commercial Comments	ISS Comrcl-D-07	17/10/2018
0.3	3 rd Draft – Culmination of Project/Commercial discussions of 2 nd Draft	ISS Comrcl-C2-10	20/11/2018
0.4	Final Draft for ITN	ISS Comrcl-D-07	28/02/2019

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Table 1 - Acronyms and Abbreviations

Acronyms	Definition
ACII	ARTD Classroom Information Infrastructure
AESPs	Army Equipment Support Publication
BATCIS	Battlefield and Tactical Communications and Information Systems
BCIP	BOWMAN ComBAT Infrastructure Platform
BDE	Bowman Data Environment
BISA	Battlefield Information System Application(s)
BMA	Battlefield Management Application
BUCK	BOWMAN User Community Knowledge [system]
CATT	Combined Arms Tactical Trainer
CAST	Combined Arms Staff Trainer
CDR	Critical Design Review
DART	Defence Accreditation Risk Tool
DDD	Design Definition Document/Detailed Design Document
DLod	Defence Line of Development
DOORs	Dynamic Object Orientated Requirements System
ESP	Equipment Support Policy
ESPD	Equipment Support Policy Document
EvO	Evolve to Open
FAQ	Frequently Asked Questions
FAT	Factory Acceptance Test
GIS	Geographical Information System
ICD	Interface Control Document
ITC	Information, Communication and Technology
IETP	Interactive Electronic Technical Publications
IGS	Internet Gateway Service
ILS	Integrated Logistic Support
IP	Intellectual Property
IR	Incident Request
ISS	In Service Support

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IT	Information Technology
ITEAP	Integrated Test, Evaluation and Acceptance Plan
ITIL	Information Technology Infrastructure Library
JCCB	Joint Change Control Board
JSIB	Joint System Integration Body
KPIs	Key Performance Indicators
LE TacCIS	Land Environment Tactical Communication Information Systems
MF	MAKEFAST
MOD	Ministry of Defence
MODNET	MOD Network
PRM	Progress Review Meeting
PMP	Project Management Plan
POC	Point of Contact
QAP	Quality Assurance Plan
RE	Royal Engineers
REWW	Royal Engineers Warfare Wing
SA	Safety Assurance
SC	Security Clearance
SIA	Security Impact Assessment
SI/FSI	System Integration/Full System Integration (Testing)
SIRG	Systems Integration Readiness Gate
SMDP	Software Management Development Plan
SoP	Standard Operating System
SQEP	Suitably Qualified and Experienced Person
SRD	System Requirements Document
SRS	Software Requirements Specification
SVD	Software Version Description
SWE	Secure Working Environment
TNA	Training Needs Analysis
TRR	Test Readiness Review
UK	United Kingdom
URD	User Requirements Document
VCRI	Verification Cross Reference Index

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Background

1. The MAKEFAST (MF) Battlefield Information System Application (BISA) hosted on BCIP TacCIS provides Royal Engineers (RE) with the means to plan and execute mobility, counter-mobility and survivability missions in support of operations in the Land Environment. This is enabled through the maintenance of tempo by the rapid acquisition, processing and distribution of information via MF.
2. This document is to set out the Statement of Requirement (SOR) for the services required for the MF In Service Support (ISS) Contract.
3. MF ISS Contract will operate a Joint Change Control Board (JCCB)
4. MF ISS will require three key control documents governing the support service:
 - a. Project Management Plan (PMP) associates planning and other documentation required to underwrite the project management of the in-service support (risk, schedule, planning);
 - b. Quality Assurance Plan (QAP) associates documentation and process to underwrite and provide support services, for both shelf-ware and operational deliveries (IR process, ITEAP); and
 - c. Software Management Development Plan (SMDP) associates the documentation relating to the delivery, manufacturing, acceptance, approval and integration for a discrete operational capable delivery (ICD, DDD).

Table 2 - Control Documents

Artefact	Document	Description	Date
1	PMP	Project Management Plan	Annually reviewed, reported by exception.
2	SMDP	Software Management Development Plan	Annually reviewed, reported by exception.
3	QAP	Quality Assurance Plan	Annually reviewed, reported by exception.

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Statement of Requirements:

Serial	SoR Heading	SoR Description	Output	Output Date	Acceptance Criteria
1.0	In-Service Support Secure Working Environment (SWE).	<p>The Contractor shall provide a scalable electronic Secure Working Environment (SWE). The SWE shall:</p> <ul style="list-style-type: none"> I. Be scalable in storage capacity to meet the data storage requirement; II. Be capable of storing Official Sensitive data; III. Provide access to the Authority and any stakeholder / 3rd Party with whom the Contractor may be required to share information as nominated by the Authority¹; IV. Provide an email alert to the Authority's nominated POC, when a new document is uploaded to the SWE; V. Provide limited access areas within the SWE for other commercial stakeholders / 3rd Party with whom the Contractor may be required to share information as directed by the Authority; VI. Ensure Authority users have SWE access; VII. Provide access to the Authority via a MODNET endpoint device 	Provision of electronic Secure Working Environment in accordance with DART and Security Policy Framework.	Provided within 1 month of contract award.	

¹ This could include at minimum all Design Authorities (GDUK, BAE, DTC Ltd), for the BCIP baseline.

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		<p>and any successor MOD IT system via the Internet Gateway Service (IGS) or any future successor service between 0830 – 1730hrs Monday to Friday excluding Public Holidays;</p> <p>VIII. Provide 48hrs notice of any planned system maintenance and downtime; and</p> <p>IX. Ensure the System is MOD ICT Security Accredited using the Defence Accreditation Risk Tool (DART)², and Security Policy Framework³.</p>			
1.1		<p>The Contractor shall use the Secure Working Environment (SWE) as the method for issuing and storing all contracted documentation/information. All contracted documents/information files shall:</p> <p>I. Be reviewed by the Authority prior to publication on the SWE;</p> <p>II. Remain accessible on the SWE for the duration of the contract; and</p> <p>III. Be fully exportable in Microsoft Office, Adobe and .csv formats.</p>	Provision of distribution and storage of contracted documentation and information via the SWE.		
1.2		The Contractor shall share information via the Secure Working Environment	Provision of information sharing		

² https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/594320/DART_ISN_-_V2_3.pdf

³ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/316182/Security_Policy_Framework_-_web_-_April_2014.pdf

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		<p>(SWE) with nominated LE TacCIS Design Authorities and other stakeholders as directed by the Authority, for the purposes of, but not limited to:</p> <ul style="list-style-type: none"> I. Configuration Management Support; II. Obsolescence Management Support; and III. Disposals Management. <p>The information shall be shared:</p> <ul style="list-style-type: none"> I. In a Microsoft Office, Adobe, .CSV or .RTF format as directed by the Authority; and II. Within 2 business days of request from the Authority. 	via the SWE with nominated Design Authorities.		
1.3		The Contractor shall provide training on the Secure Working Environment (SWE) on an ad-hoc basis at the request of the Authority.	Provision of training on the SWE.		
2.0	In Service Support SWE Help Service	<p>The Contractor shall provide a Secure Working Environment (SWE) support service to manage all issues relating to Contractor provided IT services within in the scope of the MF ISS support service shall:</p> <ul style="list-style-type: none"> I. Provide access to the Authority via a MODNET endpoint device and any successor MOD IT 	Provision of SWE issue resolution support service.		

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		<p>system via the Internet Gateway Service (IGS) or any future successor service between 0830 – 1730hrs Monday to Friday excluding Public Holidays;</p> <p>II. Provide 48hrs notice of any planned system maintenance and downtime;</p> <p>III. Ensure the System is MOD ICT Security Accredited using the Defence Accreditation Risk Tool (DART)⁴, and Security Policy Framework⁵ compliant by the acceptance schedule included in the Transition-In Plan;</p> <p>IV. Conduct question analysis to identify frequently asked questions (FAQs).</p> <p>V. Track support requests by a unique identifier;</p> <p>VI. Produce FAQs posts/process maps/procedures for submission to, and agreement by, the Authority; and</p> <p>VII. Collect and present the following data in the template to be provided by the Authority at Contract Award:</p> <ul style="list-style-type: none"> • Number of questions by week, month and year; • Nature of question; • Question receipt time; 			
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⁴ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/594320/DART_ISN_-_V2_3.pdf

⁵ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/316182/Security_Policy_Framework_-_web_-_April_2014.pdf

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		<ul style="list-style-type: none"> • Question response time; • Question resolution time; • Frequency of occurrence of question; and • Number of questions captured as FAQs. 			
3.0	In Service Support Telephone Help Service	<p>The Contractor shall provide a telephone support service to manage all issues relating to the MF ISS support. The service shall:</p> <ol style="list-style-type: none"> I. Support connectivity with Design Services of other suppliers (IR) where process engagement is applicable; II. Provide a process to monitor and report issues by the IR process; III. Respond to queries by the end of the following working day; IV. For the support purpose of incident process, issue monitoring, reporting online, other queries; and V. Be provided between 0830 – 1730hrs Monday to Friday excluding Public Holidays. 	Provision of telephone support service.	Provided within 1 month of contract award.	
4.0	Installation and Maintenance Service	The Contractor shall provide technical resources to assure technical installation and maintenance of the MF ISS application as required by the Authority.	Provision of an installation and maintenance service.		

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		<p>The service shall include but not be limited to:</p> <ul style="list-style-type: none"> I. Installation and maintenance support to mobile or classroom training facilities; II. Installation and maintenance support to REWW and ACII Classrooms; and III. Installation and maintenance support to JSIB (Test Labs), Reference Facilities (Blandford, CATT/CAST) and Warminster (Battle Lab). 			
5.0	Trials	The Contractor shall provide technical assurance and support to in-service system field trials, test programmes, and operational use of the MF application.	Provision of technical and support to field trials.		
6.0	Manufacture and Test facilities	<p>The Contractor shall provide manufacture and test facilities that shall include but not be limited to:</p> <ul style="list-style-type: none"> I. Provide and maintain a white box BDE test facility; II. Provide adequate equipment for the infrastructure; III. Securely manage a BDE and provide a technical infrastructure; IV. Provide and maintain system application tools and test equipment required to support the MF ISS application; and 	Provision of manufacture and test facilities.		

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		V. Ensure compliance and compatibility with JSIB de-risking practices and integration, SI/SFI test regimes. (Assurance).			
7.0	Technical In Service Product Advisory Services	<p>The Contractor shall provide Technical In Service Product Advisory Services that shall include but not be limited to:</p> <ul style="list-style-type: none"> I. Provide SQEP staff and maintain knowledge and skills to assure support to the product; II. Ensure availability of design guidance regarding hardware and software sustainment; III. Sustainment activities related to MF, BMA, EvO; and IV. Provide advisory support to other BISA and hosting systems for products/system evaluations. 	Provision of Technical In Service Product Advisory Services.		
8.0	Engineering Performance Management Information	<p>The Contractor shall provide Engineering Performance Management Information that shall include but not be limited to:</p> <ul style="list-style-type: none"> I. Provision of Engineering Performance Management Agile Reporting (i.a.w 8.1); II. Engineering Performance Management Reports shall be stored on the Secure Working Environment; III. Engineering Performance Management Reports shall be 	Provision of Engineering Performance Management Information.		

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		<p>reviewed by the Authority prior to publication on the Secure Working Environment; and</p> <p>IV. Engineering Performance Management Reports shall be delivered Monthly or at the request of the Authority.</p>			
8.1	Engineering Performance Management Agile Reporting	<p>The Contractor shall provide Engineering Performance Management Agile Reporting shall include but not be limited to:</p> <ul style="list-style-type: none"> I. Engineering Performance KPIs; II. Performance trend analysis; III. Achievement Metrics; IV. Burn Dow Charts; V. Velocity Planning; VI. Resource Expenditure; and VII. User Metrics (lessons learnt / training course feedback). 	Provision of Engineering Performance Management Agile Reporting.		
9.0	Documentation Maintenance and Custodian Service	<p>The Contractor shall provide a Documentation Maintenance and Custodian Service that shall include but not be limited to:</p> <ul style="list-style-type: none"> I. Documentation update on delivery of shelf ware versions where changes impact on Design, Safety and Security; II. Documentation maintenance to include document configuration management and document version control; 	Provision of Documentation Maintenance and Custodian Service.		

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		<ul style="list-style-type: none"> III. Maintain a copy of URD, SRD, SRS requirements on DOORS database, and associated requirement builds (versions); IV. Assure updates to DOORS and supply a copy of DOORS in a format agreed with the Authority; V. Provide a service to maintain and export the MAKEFAST DOORS database; and VI. MF documentation update at the request of the Authority. 			
10.0	Equipment DLoD and Training DLoD Support: Materials / Documentation / Workshops and Evaluations	<p>The Contractor shall provide technical support i.a.w the MF ISS Equipment DLoD and MF ISS Training DLoD. Technical support shall include but not be limited to:</p> <ul style="list-style-type: none"> I. Supply of material to the Training DLoD for each updated shelf-ware version; II. Provision of a service to assist customer with the provision of training materials for classrooms and trainers, inclusive of SoP, Sol and work-around information; III. Supply publications information for the BUCK, such as to inform the TNA, lesson plans, use and utility of MF; IV. Supply publications information for the MoD IETP or an equivalent where breakdown 	Provision of technical support to materials, documentation, workshops and evaluations.		

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		<p>information is limited from the construct of an application;</p> <p>V. Maintain and update the documentation associated to the application and its configuration in line with MoD policy; and</p> <p>VI. Manage and maintain certification of activity documents including but not limited to SVD, VCRI, CDR, SC, SIA, Workshops, TRR, BDE, FAT.</p>			
11.0	Tasking Service	<p>The Contractor shall provide an ad-hoc tasking service. The service shall:</p> <p>I. Provide SQEP resource to support ad-hoc MF tasks; and</p> <p>II. Provide administrative support for an ad-hoc tasking service.</p>	Provision of ad-hoc tasking service.		
12.0	Project Performance Metrics	<p>The Contractor shall provide project performance reporting that shall include but not be limited to:</p> <p>I. Provision of PMP, QAP, SMDP Performance and Control Services, metrics, management;</p> <p>II. Provision of Risk and Schedule Reporting; and</p> <p>III. Attendance at performance related Working Groups and Peer Reviews at the request of the Authority.</p>	Provision of project performance reporting and attendance of appropriate individuals at Working Groups and Peer Reviews.		

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13.0	Knowledge Management	<p>The Contractor shall provide a process for knowledge management that shall include but not be limited to:</p> <ul style="list-style-type: none"> I. Business Continuity Plans for MF ISS service; II. Process for capture and transfer of knowledge using a knowledge management process; III. Provision of electronic knowledge base to be updated annually; and IV. Provision of lessons learned and knowledge transfer at the request of the Authority. 	Provision of knowledge management.		
14.0	Licenses Management	<p>The Contractor shall manage Development and User Licenses to include but not be limited to:</p> <ul style="list-style-type: none"> I. Management all MF licenses including 3rd Party Software Tools; II. Customer Online; and III. Microsoft Software. 	Provision of Development and User Licences management.		
15.0	Technical Support to UK MoD Stakeholders (Information Sharing)	<p>The Contractor shall share MF technical and capability information with nominated development programmes, projects and other stakeholders as directed by the Authority, for the purposes of, but not limited to:</p> <ul style="list-style-type: none"> I. ILS Management Support; 	Technical and capability information sharing with nominated Authorities.		

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		<p>II. Configuration Management Support;</p> <p>III. Obsolescence and Sustainment; Management Support;</p> <p>IV. Disposals Management; and</p> <p>V. Design Authority Support.</p> <p>The information shall be shared:</p> <p>I. In a Microsoft Office, Adobe, .CSV or .RTF format as directed by the Authority; and</p> <p>II. Within 2 business days of request from the Authority.</p>			
16.0	GFE/GFI	The Contractor shall manage GFE/I in accordance with MoD DEF Stan 05-99 Managing Government Furnished Equipment in Industry and JSP886 Vol 4 Material Accounting Part 4 GFE/I.	Management of GFE/I in accordance with MoD DEF Stan 05-99.		
17.0	ISO 9001	The Contractor shall ensure compliance with ISO 9001.	Evidence of compliancy with ISO 9001.		
18.0	ILS	<p>The Contractor shall provide ILS compliance assurance and ITIL Framework compliance assurance. The Contractor shall:</p> <p>I. Maintain Support Services in accordance with the ILS Support framework for software applications;</p>	Inform the Integrated Support Plan with the application approach: AESPs are replaced by Help Files attached to the main asset, also stored on the BUCK and usable as Training Materials.		

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		<ul style="list-style-type: none"> II. Notify the Authority of changes to control and policy documents; III. Provide information to the future BATCIS Patching Plan; IV. Provide ILS Support Planning, conformance and assurance to the BATCIS Equipment Support Plan; V. Maintain and provide updates to Help Files hosted on the BUCK, or future equivalent; VI. Provide a method of distribution for Training and DLoD information including, but not limited to, updated Help Files and BUCK; VII. Remain compliant with the JSIB Integrated Support Plan; and VIII. Provide any information requested by the Authority to support the JSIB Integrated Support Plan for BISAs, Restriction Orders for BISAs, Patch Management for BISAs, and BISA Support Strategy 			
19.0	Change Management Service	<p>The Contractor shall provide a change management service. The service shall include but not be limited to:</p> <ul style="list-style-type: none"> I. Resolution of Problems and Issues relating to the MF in-service product version; 	Provision of a change management service.		

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		<p>II. Identification and record of potential changes for future development;</p> <p>III. Provide and update control documentation for support and version development/sustainment i.a.w 20.1;</p> <p>IV. Ensure engineering activity management planning. Use PMP, QAP, SMDP, and specifically the ITEAP to control process that ensures product sustainment - evaluation, assessment, assurance and approval;</p> <p>V. Ensure ITEAP conformance with the JSIB SIRG process;</p> <p>VI. Provide stakeholder communication plans at the request of the Authority; and</p> <p>VII. Attendance at quarterly meetings i.a.w. Ser 20.0.</p>			
20.0	Change Management Governance Requirements - Joint Change Control Board (JCCB)	<p>The Contractor shall attend the Joint Change Control Board Meetings. The Contractor shall:</p> <p>I. Attend the meetings quarterly as directed by the Authority; and</p> <p>I. Ensure SQEP individuals attend the meetings on behalf of the Contractor.</p>	Attendance of appropriate individuals at Joint Change Control Board Meetings.		

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20.1	Change Management Reporting - JCCB Reporting	<p>The Contractor shall provide a change management reporting service. The service shall include but not be limited to:</p> <ul style="list-style-type: none"> I. Key Service outputs of JCCB delivered as quarterly reports and PRM updates i.a.w. 21.0; II. Quality Assurance Reporting - QAP; III. Security, Safety and Hazard management – SA, SIA, Hazard Log; IV. Project obsolescence management – Disposal / redundancy code plan; V. Project Risk Management, Risk Plan, impact and mitigations; and VI. Project Scheduling, Task Planning and development/delivery scheduling. 	Provision of change management reporting service.		
21.0	Governance Requirements - Service, Management/Progress Review Meeting (PRM) attendance	<p>The Contractor shall attend the Service Management Meetings and Progress Review Meeting (PRM). The Contractor shall:</p> <ul style="list-style-type: none"> I. Attend meetings as directed by the Authority; II. Ensure SQEP individuals attend the meetings on behalf of the Contractor; 	Attendance of appropriate individuals at Service Management Meetings and Progress Review Meeting (PRM)		

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		<p>III. Provide resource to host and chair meetings;</p> <p>IV. Provide minutes and RoDs at meetings;</p> <p>V. Ensure SQEP individuals attend the meetings on behalf of the Contractor; and</p> <p>VI. Submit any agenda points no later than 3 working days prior to the meeting.</p> <p>Purpose: The purpose of this meeting is to allow for a quarterly review of performance against deliverables.</p> <p>Purpose: The purpose of this meeting is allow for a quarterly review of the contract and look ahead to the next period. It is to be conducted independent of the quarterly Progress Review Meeting. It presents the opportunity for the Authority to review the delivery of the contract and discuss opportunities for contract remediation and/or continuous improvement strategies for the next period.</p>			
22.0	Service Management Advice	<p>The Contractor shall provide Service Management advice and information to the Military. The Contractor shall:</p> <p>I. Provide management advice and information to support concurrent engineering activities;</p>	Provision of Service Management advice, information and supporting data.		

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		<p>II. Provide management advice and information to support technical queries to; and</p> <p>III. Provide supporting data to stakeholders within appropriate IP limitations, as requested by the Authority.</p>			
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