

# SSRO

Single Source  
Regulations Office

## REQUEST FOR INFORMATION

**REFERENCE NO: SSRO-C-134**

**CUSTOMER:** Single Source Regulations Office

**START DATE:** 05/12/2024

**DATE RESPONSE REQUIRED:** 06/01/2025

Dear Supplier,

The Single Source Regulations Office (SSRO) would like to notify you of an upcoming requirement, and by doing so we are keen to understand where the market stands in terms of the requirement below.

This is a market research exercise for the supply of the SSRO's IT managed services (ITMS) and for the support and development of its Defence Contract Analysis and Reporting System (DefCARS). Potential Suppliers are invited to provide an overview of their systems and support services that will help inform and shape the SSRO's specification.

Through this Request for Information (RFI), the SSRO wishes to fully understand the market interest in delivering these services and the potential range of service models available for future delivery. The SSRO welcomes Suppliers' input into the process through this RFI exercise. Please note the following general conditions:

- This RFI will help the SSRO to refine its requirements and to consider its procurement approach for this contract. No information provided by a Potential Supplier in response to this RFI will be carried forward, used, or acknowledged in any way for the purpose of evaluating the Potential Supplier, in any subsequent formal procurement process.
- Any and all costs associated with the production of such a response to an RFI must be borne by the Supplier. The SSRO will not contribute in any way to meeting the production costs of any response.
- The SSRO expects that all responses to this RFI will be provided by Potential Suppliers in good faith to the best of their ability in the light of information available at the time of their response.

## CURRENT SITUATION

The SSRO currently has two contracts in place to meet its IT requirements:

- a core ITMS (including a virtual Security Operations Centre (SOC)) contract. This is due to end on 24 March 2026, but has an option to extend by a further year; and
- a support and development of DefCARS contract. This is due to end on 9 January 2026, but we are considering options for a coterminous date with the ITMS completion date.

The SSRO is preparing to issue an Invitation to Tender in Spring 2025 for a new contract that may encompass both its ITMS and DefCARS requirements. The contract is expected to commence in early 2026. The initial term of the contract is anticipated to be for three years (to include the initial transition period), with an optional extension period of up to two years, taking the contract to a maximum term of 5 years. The chosen Supplier will be required to plan the transition and undertake any necessary transition activities in time for the new contract to run from early 2026.

Further details about the SSRO and its anticipated service requirements are included in Appendix 1.

## OUR AIMS – WHAT WE WANT TO ACHIEVE

The SSRO is asking interested Suppliers to provide comments and feedback in relation to the Specification (Appendix 1). Information gained from the market will be used to inform a future tender. To aid its budgeting and planning, the SSRO would also welcome indicative pricing (Appendix 2) for the set-up, transition and ongoing provision of the core and support services. The SSRO would also appreciate your comments on its attached Draft Terms and Conditions (Appendix 3).

The SSRO requires these services to ensure the efficient and effective discharge of its statutory functions.

1. Management, administration, and support of the SSRO Azure tenant (two subscriptions) including security management (e.g. monitoring secure score and implementation of recommendations to maintain top quartile secure score) and identity and access management.
2. Management, administration, and support of the SSRO M365 (including Exchange, Teams, SharePoint, ADO, Microsoft Entra, Microsoft Visual Studio, Azure Data Studio, Azure DevOps and Power BI) environment including security management.
3. Management, development, operation and support for the DefCARS solution.

## WHAT WE ARE LOOKING FOR

The SSRO is currently exploring the market to establish the options available to deliver the outcomes outlined above and detailed in the attached specification (Appendix 1).

We have reviewed the scope across the two existing contracts and the current service requirements and are considering a procurement exercise during 2025, for a three-year contract (with the possibility of two +1 extensions beyond that) using the possible following approaches to meet our IT requirements:

- combine the ITMS (including SOC) and the DefCARS scopes of work under a single contract; or
- combine the ITMS (excluding SOC) and the DefCARS scopes of work under a single contract and procure a separate and independent SOC; or
- continue to procure the ITMS (including SOC) and the DefCARS scopes of work under two separate contracts; or
- procure the ITMS (excluding SOC) and the DefCARS scopes of work under two separate contracts and procure a separate and independent SOC; or
- procure the ITMS (excluding SOC) and the DefCARS scopes of work (excluding development tasks) in one contract and procure a separate and independent SOC and a separate contract for DefCARS development tasks.

This exercise is not a call for competition, but to determine the range of service models and current interest levels in the market.

Suppliers are invited to indicate if their organisation would be interested in bidding for any or all the elements of the above approaches and to provide the following information.

- Feedback on any aspect of the draft Specification, SSRO Terms and Conditions and Cost Schedule example (provided in Appendices 1-3) that is unclear or would benefit from further information or detail.
- Detail on the extent they are able to fulfil the SSRO's IT requirements outlined in Appendix 1;
- Details of any alternative approaches that could meet the SSRO's IT requirements;
- Any relevant information and supporting documentation that Suppliers consider the SSRO should take into account when finalising its Specification requirements; and
- If possible, provide an indication of general pricing to provide the service elements outlined in the draft specification.

## ATTACHMENTS

The following attachments accompany this RFI for further information.

- Appendix 1: Draft Specification
- Appendix 2: Pricing Schedule example
- Appendix 3: Draft SSRO Terms and Conditions

## OUR TIMETABLE

DATE	ACTIVITY
04/12/2024	Publication of the RFI
16/12/2024	Publication of responses to RFI Clarification questions
06/01/2025	Closing date for submission of a RFI Response
06/01/2025 to 23/01/2025	Analysis of RFI responses
Spring 2025	Confirm next steps to RFI Respondents

## QUESTIONS AND CLARIFICATIONS

Potential Suppliers may raise questions or seek clarification about any aspect of this RFI document any time before the Response Deadline. Questions must be submitted to [procurement@ssro.gov.uk](mailto:procurement@ssro.gov.uk).

To ensure that all Potential Suppliers have equal access to information regarding this procurement, responses to questions raised by Potential Suppliers will be published in a questions and answers document, which will be published on Contracts Finder on the date noted in the timetable above.

Responses to questions will not identify the originator of the question.

If a Potential Supplier wishes to ask a question or seek clarification without the question and answer being published in this way, then the Potential Supplier must notify us and provide its justification for withholding the question and any response. If we do not consider that there is sufficient justification for withholding the question and the corresponding response, the Potential Supplier will be invited to decide whether:

- the question/clarification and the response should in fact be published; or
- it wishes to withdraw the question/clarification.

## GENERAL CONTACT POINT FOR THIS RFI

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