

PROGRAMME DELIVERY PARTNER- Successor

Project Delivery & Operational Delivery support for DE&S and Wider MOD

Framework Agreement - PDP/002 – Schedule B – Requirements



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MINISTRY OF DEFENCE (DE&S)

Strategic Enablers
Project Delivery Partner Team
MOD Abbey Wood
Filton
Bristol
BS34 8JH

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Table of Contents

Introduction.....	1
Key User Requirements	1
Requirement Overview.....	1
Delivery of Requirements	5
Security & Nationality.....	5
Work locations & Travel	6
Knowledge Transfer and Best Practice sharing	6
Acceptance And Rejection	7
Key Performance Indicators.....	7
Organisational Construct, Governance and Operation.....	7
Meetings.....	9
Reports and Management Information	10
Pre-Deployment	11
Self-Support.....	13
Demobilisation	14
Innovation	15
Continuous Improvement	16
Sub-Contractors.....	16
SME Involvement (Social Value)	16
Risk Management	16
Exit and Transition	17
Defence Equipment & Support, The Submarine Delivery Agency and Wider MOD Organisations.....	17
The Project Delivery & Operational Delivery Functions	18
Quality and Standards	19
Annex A – Mode 1 and Mode 1a Tasking	20
Annex B – Mode 2, Mode 2a, Mode 3 and Mode 4 Tasking.....	21
Annex C – Success Profiles	22
Annex D - Mandatory Training.....	23
Annex E - Partnering Arrangement	24
Annex F – Transition planning.....	27
Appendix 1 – Transition Plan	35
Annex G – Tasking principles	36
Annex H – Functional System Specification.....	39
Annex I – Supplier’s Continuous Service Improvement Plan	50

SCHEDULE B

STATEMENT OF REQUIREMENTS

Introduction

1. Defence Equipment and Support (DE&S) require a Project Delivery Partner (PDP) to assist in the delivery of Project Delivery (PD) and Operational Delivery (OD) functional support services. The scope of the PDP requirement covers the full suite of PD and OD services currently provided through existing routes, as well as any additional services and support that may be required in the future. When DE&S is referenced anywhere throughout this requirement, it is with reference to DE&S, and wider MOD combined.
2. The intention of Paragraph 3 of this Schedule B (Requirements) is to provide the background to the Authority's Requirements (the "Requirements").¹

Key User Requirements

3. A range of Key User Requirements (KURs) have been established to ensure that the PDP delivers the required outcomes. In summary the KURs are:
 - a) The delivery of supplied services that meet the quality, time and outcome expectations of the DE&S and Programme functional user / tasker
 - b) The timely deployment of SQEP to meet the DE&S and Programme functional user demand, including the ability to be able to respond to fluctuating demand and urgent requirements
 - c) Demonstration of continuous improvement in the service delivery of DE&S Programme functional services through a partnering approach
 - d) Delivering Value for Money and efficiency incentivisation / automated processes
 - e) Provision of timely and accurate Management Information (MI).
4. The KURs with the corresponding KPIs are set out in full in Schedule E (Payment and Performance) to the Agreement.

Requirement Overview

5. The PDP requirement is set out in four main elements of this Schedule, listed below, not in a priority order:
6. **Firstly;** Joint integrated Service Delivery Team ("JSDT").

¹ For a detailed description of DE&S & the SDA as well as an overview of the Project Delivery and Operational Delivery Functions, please see paragraphs 80 – 87 of this Statement of Requirement.

- a) The JSDT is a joint Supplier and Authority team. It will comprise of ²the Authority Delivery Team, the Supplier's Key Personnel and Supplier Delivery Team. It will have a seamless Project Delivery partnering and wholly integrated Delivery Team approach, enabling an organisation wide ethos of genuine partnering with DE&S, incorporating continuous service delivery improvement and a desire to innovate, to ensure PDP operates and is managed effectively throughout the life of the Agreement.
- b) To deliver this approach, the JSDT will operate with the majority share of the workload being shouldered by the Supplier, with just the minimum Authority Delivery Team Civil Servant contingent required to discharge key Authority duties which cannot be dealt with by non-crown servants.
- c) The Supplier will employ automation to reduce the need for this civil servant footprint, whilst still running the Agreement for DE&S and wider MOD effectively.
- d) The Supplier will be an intelligent prime, working with DE&S senior management, at a strategic level, alongside the PDP SRO, Domains as well as Heads of Functions become part of the DE&S (wider MOD) business planning community, working in partnership to proactively meet the needs of the defence environment, as set out in Annex E Partnering Arrangement.
- e) The Supplier will need to be agile and flexible to the requests of DE&S, providing value for money solutions across a suite of services, and working closely with the Functions to integrate and continuously improve the way Services are delivered, in order to achieve a number of benefits including but not limited to:
- i. Contributing to business planning to support the overall DE&S resourcing teams;
 - ii. Providing advice on resourcing solutions and appropriate modes and engagements;
 - iii. Act as a critical friend on joint problem solving;
 - iv. Providing strategic resource management analysis and expertise;
 - v. Providing whole life estimation/risk and opportunity analysis;
 - vi. Improving the way in which services are provided and the agility & speed of their delivery;
 - vii. Reducing costs, improving efficiencies and providing value for money; and
 - viii. Provision of suitably qualified and experienced personnel (SQEP) producing enhanced quality;

7. **Secondly;** PDP-S Products and Services.

- a) The following PDP Products and Services may be required from the Commencement Date of the Agreement (but likely to start from the Service Delivery Date) and may be subject to review or adaptation over time. There will be a Transition Period (see Annex F) which will be split into two phases: (1) Mobilisation: from Commencement Date to the Service Delivery Date (Initial Operating Capability (IOC)); and (2) Stabilisation Period from the Service Delivery Date (IOC) to Full Operating Capability (FOC). The Supplier will comply and discharge all relevant TUPE responsibilities for the identified in-scope individuals and will endeavour to ensure DE&S business continuity throughout the Transition Period and up to the Service Delivery Date (IOC). From the end of the Mobilisation Period and at the Service Delivery Date (IOC), the Supplier shall supply the Services and deliver Personnel to the Authority, aligned with business demand for Contingent Labour (CL) and for Specific Tasks, through a diverse, suitably qualified and experienced supply base, in accordance with the live DE&S Success Profiles (Annex C).
- b) A collaborative and flexible approach will be required to address changing requirements, priorities and a rapidly evolving environment. The Supplier shall be required to ensure sufficient Personnel suitable for rapid deployment both at points of surge and where requirements unexpectedly fluctuate, utilising agile methodologies where practical.
- c) The Services required are;
- i. **Mode 1** – Personnel (team or an individual) for a specific assignment against a DE&S Success Profile (role description). These resources are mostly regular Contingent Labour or work force substitutes, i.e. those Personnel required to cover an existing Civil Servant vacancy.
 - ii. **Mode 1a** – Nominated individual for a specific assignment against a DE&S Success Profile. As per Mode 1 above but via nominated individuals.
 - iii. **Mode 2** – Delivery of defined Products and Services. For a Specific Task the Authority Demander may set the specifications and require the Supplier to manage and complete the Specific Task. All such tasks will be output based, and time bound against a defined schedule of work, with Personnel aligned to and charged against the day rates and requirements of the relevant Success Profile level/standard for that role.
 - iv. **Mode 2a** – Specific tasking as per Mode 2 but with a mini-competition run through the Supplier's supply chain for a specific assignment. The competition shall give full transparency to the requesting authority and the Supplier must down-select the best

Value for Money (VFM) solution proposal to suit the Authority's needs. It is expected that Mode 2a will deliver savings in comparison to a Mode 2. The Supplier will be paid a fee to facilitate a mini competition, in accordance with Schedule E.

d) The grouping of potential Mode 2 or Mode 2a tasks into programmes or portfolios may also be required for large multi output demands. Therefore, these grouping of tasks may fall under other potential modes (subject to demand) such as:

- i. **Mode 3** – Programme of Critical Outputs (Mode 2 and 2a tasked grouped together into Programme)
- ii. **Mode 4** – Portfolios of Programmes outputs – likely made up of Mode 3 programmes. Mode 4 is to be confirmed between the Supplier and the Authority post award of the Agreement.

e) The PDP-S Supplier will be expected to work in collaboration with all other DE&S Delivery partner framework teams and in some cases join forces to deliver tasks where multiple Delivery Partners are expected to work collaboratively on shared outputs.

f) The Supplier will also be expected to ensure that all deployed Personnel have as part of their remit the obligation to share knowledge with DE&S delivery team members where appropriate and carry out knowledge transfer upon departure to ensure business continuity within respective DE&S delivery team areas.

8. **Thirdly;** Mode 1 Personnel pools/bench.

a) It is likely that Personnel may be required to be onboarded and deployed rapidly, sometimes at short notice with demand and in-flow likely to fluctuate throughout the life of the Agreement. For this reason, a rapid system of deployment will be required, likely to be formed of an onboarding bench or pool to maintain a constant supply of available candidates for rapid deployment. Any undeployed Personnel cannot be funded by the Authority so it will be for the Supplier to establish suitable methods to achieve this and decide the optimum number of Personnel and systems used to maintain a steady supply of deployable Personnel and maintain onboarding performance against the relevant KPIs. It is expected that the Supplier will test and adjust Personnel bench volumes though the life of the Agreement and through being part of joint business planning shall fluctuate inflow in accordance with demand.

9. **Fourthly;** Automated Systems and Management Information

a) DE&S require the Agreement to be run and managed using the most efficient means necessary and with the least amount of human error. Automation, backed up with fit for purpose and real time Management Information is a key requirement of the Agreement.

- b) End to End automated systems for workforce demand/requisition through onboarding and clearances to termination and stand-down of Personnel will be required to provide streamlined processes and efficient ways of working. Such systems should be employed to minimise the transactional burden on the JSDT and where possible, auto-validate to reduce errors and unnecessary workload.
- c) Any solution will need to be compatible with MODs propriety IT system MODNET and be fully compliant with all relevant security and accessibility protocols. Supplier systems may not be able to interface fully with many MOD systems such as HR, Financial payments, and security systems, but a stand-alone system which can reduce the transactional burden and minimise the steps involved in requesting and onboarding PDP-S Personnel for DE&S and the whole of MOD would be desirable. This solution could be developed, by the Supplier, on the Authority's provided Office 365 applications, which will ensure compatibility with MODNET. The Authority will provide access to MODNET for the Supplier Delivery Team and Key Personnel which can be accessed via Authority's provided laptops at no cost to the Supplier (will be included in the GFA list). MODNET laptops can be used remotely at Supplier's UK based location.
- d) In any scenario, the Supplier's solution must not invite additional cost to the Authority in the form of licensing or similar.
- e) Management information is a key component for management of the DE&S and wider MOD workforce. A suitable management information system is required which can provide real time access to work in progress of requests/demands, performance metrics to manage the Agreement and financial information. Full MI must be able to be accessed by DE&S and a subset of Agreement management MI will be required to be available for all wider MOD customers in real time.

Delivery of Requirements

10. The Supplier will be appointed to deliver Personnel flexibly to meet the DE&S requirements set out in this Schedule.
11. The Authority shall not be bound to accept or pay for any Supplier Deliverables other than those tasked and / or authorised under the terms of the Agreement. The Authority has the right to award contracts separate from this Agreement for any or all of the Supplier Deliverables in the Requirement during the period of the Agreement.

Security & Nationality

12. SC clearance is the default minimum requirement for the vast majority of appointments under this Agreement, however, in some exceptional cases, BPSS level clearances may be deemed acceptable for a very short period of time, but these will be agreed on a case-by-case basis.
- a) Some Approved Tasking Orders may involve access to and handling & storage of classified information at Official Sensitive and above;

- b) Personnel may also be required to hold Developed Vetting (DV) Clearance for a small number of Tasking Orders; and
- c) It is a requirement for the Supplier to obtain the correct security clearance level for individuals, as specified in each Tasking Order.

13. Nationality – Sole UK Nationals are the most deployable across DE&S and wider MOD, however individuals with UK dual-nationality or certain other nationalities may be able to be placed into most project postings where the specific security aspects of the project or team allow. The demand signal from DE&S and the wider MOD customers will specify the nationality or any reserved status criteria, therefore the Supplier will be able to match available candidates with suitable postings.

14. Where an individual is granted access to any Authority information systems or establishments, the individual shall sign the relevant Security Operating Procedures (SyOps) agreement and shall agree to be briefed on the operation of the relevant system and to follow the local site procedures.

Work locations & Travel

15. The PDP Agreement will be open to all MOD organisations. Therefore, the locations of MOD offices, bases and HQs may be widespread across the UK.

16. For UK deployments the Supplier will be encouraged to source Personnel relatively local to the demanding organisation's preference to be able to attend Authority or customer team locations.

17. The amount of remote working vs in-person attendance will vary for each role. Where the role permits, the Authority will support a blended working approach between the specified location of the host team with the remainder of the working week being worked remotely or from home, alternatively known as hybrid working.

18. The Supplier shall provide deployed Personnel into the UK Base Location(s) specified on the Approved Tasking Order. However, where there is a requirement for travel to a particular part of the UK or overseas, the normal MOD travel & subsistence policy will apply. Travel and subsistence costs and expenses for Personnel are outlined in Schedule H.

19. Unless specified on the Approved Tasking Order all deployed Personnel should operate within the UK.

Knowledge Transfer and Best Practice sharing

20. The Supplier must deliver knowledge transfer and best practice sharing from external projects (outside MOD) and deliver those to the benefits of the PD and OD Functions to MOD civil servants through seminars, webinars, masterclasses or similar forums, mostly virtual to allow wider access. These events will have to be organised by the Supplier and delivered as a minimum on a quarterly basis.

21. The knowledge transfer and best practice sharing events must be agreed with the DE&S Heads of Function (PD and OD) as part of the Continuous Improvement work.

22. Plans, progress and completion of the knowledge transfer and best practice sharing events are to be reported to the Authority Senior Operations Manager (Snr Ops Manager) and via KPI 3 Partnering.

Acceptance And Rejection

23. The Supplier shall provide SQEP Resource to work in delivery teams and across DE&S and wider MOD. The Supplier will be responsible for sourcing and selecting individuals against the DE&S Success Profiles as well as matching the right skills sets against specific taskings.

24. Personnel

a) Where a resource is deemed to be unsuitable for the role and a concern is raised by the host team to the JSOT the Supplier will be expected to facilitate a conversation between the Supplier and the host team to seek any remedial action and discuss any improvements. Where this is deemed unachievable then the Supplier will seek to provide a replacement Resource in accordance with Schedule H.

25. Deliverables under Modes 2, 2a, 3 and 4

a) The Specific Tasking milestones, deliverables and acceptance criteria will be specified and agreed by both the demanding team and the Supplier prior to the commencement of any Approved Tasking Order. Acceptance of deliverables and achievement of milestones shall be against these criteria; and

b) Where a dispute arises over a deliverable / milestone, this will be managed in accordance with Schedule L.

Key Performance Indicators

26. Linked to the KURs are the Key Performance Indicators (KPIs) specified in Schedule E.

Organisational Construct, Governance and Operation

27. DE&S will own and manage the PDP Agreement and will administer the PDP Agreement for the rest of wider MOD organisations, therefore effective and efficient governance of this multi customer Agreement is essential.

28. DE&S will provide the Authority SRO (2* Dir Progs & Change). A Steering group will be formed with wider MOD senior leads where the Supplier will be expected to attend to discuss performance across all areas of the Agreement.

29. At the working level a JSOT comprised of a Supplier Delivery Team, Authority Delivery Team and Supplier Key Personnel will be established and maintained, with only the minimum key Authority Delivery Team personnel provided to deliver those services that the Supplier Delivery Team cannot provide. The JSOT will report to the Authority Senior Operations Manager (Snr Ops Manager).

30. DE&S will decide on priority of Personnel fill across all customer areas but will require real time MI to maintain visibility and control over the entire Agreement.
31. Escalations from wider MOD parties will be raised with the Authority SRO and be tabled ad-hoc or at key progress meetings with the Supplier SRO.
32. DE&S and the Supplier shall agree an effective structure and process for governing the Agreement and providing the Supplier Deliverables against all performance criteria to all wider MOD customers.
33. An efficient, automated system will be required to manage and control the Personnel demand and supply, to minimise the administrative transactional burden on the JSDT.
34. Senior Relationship Management
- a) The Supplier will be required to name its Senior Responsible Officer (Supplier SRO) and Supplier Agreement Lead (the Key Personnel). The Supplier SRO will work in partnership alongside the Authority SRO agreeing joint strategic objectives, liaising with senior Authority management across relevant the wider MOD, and in some cases representing the Authority SRO where appropriate;
 - b) Responsibilities will include:
 - I. Contribution to periodic business planning
 - II. Provide critical friend analysis on contract operation and performance, learning from LFE and providing continuous improvement.
 - III. Identifying and delivering efficiencies across the enterprise.
35. Joint Service Delivery Team (JSDT)
- a) The Supplier will provide the Key Personnel and other key resources (the Supplier Delivery Team) as part of an integrated team, to ensure continuous service delivery and a self-support system to ensure the Agreement is managed effectively and efficiently with the minimum amount of Authority effort necessary;
 - b) The JSDT will be led by the Authority Senior Operations Manager (Snr Ops Manager), likely to be at DE&S L5/Senior Professional;
 - c) The Supplier will ensure that a Supplier Agreement Lead, together with an appropriately resourced Supplier Delivery Team and any support staff are dedicated full time to the Agreement;
 - d) The Supplier will provide an adequate level of customer management support to service all wider MOD customers, providing a dedicated/nominated

customer lead for each participating MOD organisation (customer managers may face multiple customers, a 1-2-1 ratio is not mandated);

- e) The Supplier will ensure that the Supplier Delivery Team are suitably SQEP and security cleared individuals to run and support the JSDT. They are expected to work collaboratively with the Authority Delivery Team, as well as DE&S Functions and Domains to ensure that the Supplier Deliverables are delivered in accordance with the Requirement;
- f) The JSDT will be required to operate from DE&S Abbey Wood, in Bristol, however a hybrid working approach may also be necessary, working remotely from home/Supplier premises and attending the DE&S office when required to do so. This will require the use of MOD MODNET as the default IT system;
- g) All costs associated with the Supplier Delivery Team shall be fully absorbed into the overall Fees i.e., there will be no separate billing for management fees, in accordance with Schedule E Payment and Performance; and
- h) It is expected that the Supplier SRO will be committed to the role for a minimum of 2 years to build in continuity and the Supplier Agreement Lead, Supplier Delivery Team and any other key operational personnel will be committed for a minimum of 12 months, unless otherwise agreed.

Meetings

36. The Authority and the Supplier shall establish and maintain throughout the duration of the Agreement the following meetings, committees and reviews where required. There will be a requirement for the Supplier to attend regular and one-off meetings/reviews/working groups as detailed below.

37. These meetings may be held at the Authority's or Supplier's offices as part of the integrated team approach, or online, by arrangement. Where meetings take place in person, these meetings shall be held concurrently or merged to minimise travel and other costs and to maximise attendance from multiple attendees, providing an efficient schedule for meetings throughout the Agreement Term.

38. The agenda shall be agreed between the Authority and the Supplier. The Supplier shall draft the agreed agenda and distribute two (2) Business Days prior to the relevant meeting.

39. The Supplier shall take minutes of each meeting and distribute to the Authority within five (5) Business Days of the meeting. These need to be agreed between both Parties and in the event of any discrepancy, mutual discussion to take place until an agreed version is complete.

40. The meetings listed below shall be agreed between the Authority and the Supplier to maximise attendance by the relevant people at each meeting. The Supplier shall provide a list of attendees prior to each meeting to the Authority for agreement.

Meeting	Frequency	Duration (indicative)	Seniority DE&S (highest req'd)	Seniority Supplier (highest req'd)
PDP Authority Steering Group - PASG	6 monthly	3 hours	Authority SRO & wider MOD TLBs	Supplier SRO
PDP Programme Board - PPB	Qtrly	2 hours	Authority SRO + COOs and Functions Hds	Supplier SRO
Business Delivery Review – BDR	Monthly	1 hour	Authority Senior Operations Manager (Snr Ops Manager)	Supplier Agreement Lead
Joint Service Delivery Team Review - JSDTR	Weekly	45 mins	Authority Senior Operations Manager (Snr Ops Manager) + JSDT	Supplier Agreement Lead + JSDT
Daily stand up	Daily	15 mins	JSDT	JSDT

Reports and Management Information

41. The Supplier will operate an information and knowledge management system which will include but not be limited to:

- a) Approved Tasking Order management (initiation / agreement / execution / completion) with a degree of automation and auto-validation;
- b) Work in progress view to identify any bottlenecks or inefficient processes/areas;
- c) Agreement performance (in accordance with Schedule E);
- d) Customer fill rates and individual performance for each wider MOD customer participant;
- e) Live GFA reporting system in accordance with Clause 38 of the Agreement and Schedule P;
- f) Projections of Resource provision as agreed with the Authority SRO;
- g) Monitoring of supply chain performance and availability; and
- h) Identification of 'pinch points' i.e., those roles/skills which are difficult to source.

42. The information and knowledge management system will be compliant with the requisite Data Protection Legislation and any data management requirements and compatible with use on or accessing from MODNET.

43. Reports will be available to provide access to real time data to allow the JSDT unhindered access to all relevant resourcing work in progress.

44. The Supplier shall ensure that real time reports are available for the Authority to access at any time, which provide accurate, real-time data on the Agreement performance.

45. For key meetings, the Supplier shall provide electronically the relevant management information to the Authority Senior Operations Manager (Snr Ops Manager).

- a) Unless otherwise requested the Supplier shall provide 1 (one) electronic copy of each report 5 (five) working days prior to the meeting to which they relate;
- b) The format and scope may change over the duration of the Agreement but must be agreed with the Authority Senior Operations Manager (Snr Ops Manager). All electronic media versions of reports shall (unless stated otherwise) be supplied in the Microsoft Office Suite format, compatible with the Authority IT systems;
- c) Reports for Specific Taskings for Mode 2, Mode 2a, Mode 3 and Mode 4 will be accepted by the Authority Senior Operations Manager (Snr Ops Manager) for the relevant meeting/working group as detailed on the Approved Tasking Order. The minutes to the meeting will evidence that a report is accepted. Should a report not be accepted by the Authority then a rectification plan shall be agreed by both Parties to align with the next relevant meeting/working group; and
- d) Reports delivered under Approved Tasking Orders shall be delivered in accordance with the Approved Tasking Order, or as instructed by the Authority Senior Operations Manager (Snr Ops Manager).

46. The Supplier shall supply an Annual Agreement Review report, in presentational format. The Supplier shall define the content of the report and advise the Authority prior to release. As a minimum the content shall include executive message, significant achievements made over the past twelve months, how the Supplier and its supply chain contribute to the Government Net Zero challenge, look ahead and Supplier performance rating in accordance with KPI 3 Partnering.

Pre-Deployment

47. The Supplier is expected to source all appropriate SQEP Personnel on behalf of the Authority and be prepared to place these individuals into demands across any of the DE&S or wider MOD customer organisations as requested within the specified performance requirements.

48. This may require the Supplier to establish an appropriate supply chain or sufficient internal capacity to source the requisite numbers of Personnel to meet the demand at any given time during the framework.

49. Experience gleaned from other similar MOD frameworks suggest that due to the fluidity of the demand signal and natural attrition, supply benches/pools are amongst the most effective methods for maintaining an available supply of pre-sifted, pre security cleared Personnel, ready to be deployed into roles rapidly as required.

50. Prior to the commencement of each deployment or tasking, the Supplier shall ensure that all personnel made available meet the requirements set out below:

- a) The skills, qualification and experience standard as defined in the specific live Success Profile(s). This includes, where referenced, any qualifications or licences required for the task. The Supplier acknowledges that Success Profiles form part of a “living document” and these may be updated from time to time;
- b) Any additional skills, experience or qualifications as specified on the Approved Tasking Order;
- c) Has attained the required Security Clearance (SC), unless the Authority expressly states otherwise;
- d) Has successfully completed all mandatory DE&S, MOD & appropriate Civil Service induction training as required by the Authority and Supplier unless otherwise detailed in the Approved Tasking Order. Details of induction training required, including any functional pre-deployment training (if applicable), can be found at Annex D Mandatory Training to this Schedule. The Supplier acknowledges that pre-deployment training form part of a “living document” and these may be updated from time to time; and
- e) that, prior to commencing an Approved Tasking Order, each member of the Personnel is provided with:
 - I. the details of their Tasking Order Delivery Manager or delegate as listed on the Approved Tasking Order and details of where/when to arrive for meetings/inductions etc;
 - II. IT system (MODNET) or MOD equivalent laptop and access in accordance with the requirements of the Approved Tasking Order to be provided by the Authority;
 - III. access to the Self-Support System and a point of contact/mentor from a supporting manager in the JSOT;
 - IV. Has provided the Authority with a signed Letter of Placement and Privilege and Confidentiality Agreement (and/or NDA agreements) in accordance with Schedule H;
 - V. Has been briefed on all relevant MOD rules and codes of conduct, as well as knowing how to raise any identified issues with the relevant teams; and
 - VI. An adequate Supplier induction/welcome pack.

51. The Supplier shall ensure that, no later than five (5) Business Days prior to an individual member of the Personnel starting a Specific Task (Mode 2) or deployment (Mode 1) under a commercially Approved Tasking Order, the PDP Tasking Order Delivery Manager and the JSDT has been provided with the following information:

- a) full name;
- b) email address;
- c) mobile telephone number;
- d) personal unique identifier ("PUID") (if applicable);
- e) security clearance level; and
- f) the Supplier Delivery Team point of contact for the Personnel.

52. All Personnel deployed to fulfil a contingent labour resource requirement (Mode1) will be required to begin in post within twenty (20) Business Days of the date that the relevant draft Tasking Order is Submitted, in accordance with KPI 1. During this period, all pre-deployment activities as listed above and in Schedule H must be completed, some of which will be the responsibility of the Supplier Delivery Team and some of which will fall to the Authority Delivery Team. The Supplier Delivery Team and Authority Delivery Team will be expected to work closely together to achieve this service level.

53. To achieve the overall requirement of an individual starting work within the business with 20 Business Days the individual being proposed for the deployment must be identified and notified by the supplier (along with all relevant personal information) to the Authority Delivery Team within five 5 Business Days of submission of the Tasking Order to the Supplier. In parallel within 15 Business Days the Authority Delivery Team will complete the requisite on-boarding tasks such as provision of IT equipment (laptops), site security passes, MODNET access etc (currently these can only be actioned by Crown Servant but this is under review and will likely transfer to the supplier in time). The On Boarding Checklist at Schedule H, Appendix 3 must be completed.

54. All Engaged Personnel who have previously been deployed within DE&S or wider MOD Specific Tasks or deployments and which are to be redeployed back into another deployment within the same organisation will be expected to be re-deployed within five (5) Business Days of the date that the Tasking Order is approved. This is to maintain business continuity with the allocation of IT and or site security passes for the host teams.

Self-Support

55. The Supplier shall acknowledge that very limited DE&S resource exists to 'host' Engaged Personnel brought in through the Agreement. The Supplier shall ensure that the impact on the business is minimised through the establishment of a "Self-

Support System". The Self-Support System will ensure that support requested from the Authority's permanent employees is minimised.

56. It is the Supplier's responsibility to train/upskill Personnel prior to and during the deployment through the Agreement on all mandatory/core & functional training areas. The Authority expects the Supplier to upskill their Personnel to a reasonable level of training and qualification commensurate to the role/Success Profile being provided.

57. The Supplier is expected to provide support along the lines of mentors, career managers and HR, for the well-being of their Personnel deployed under the Agreement.

58. Some roles may require specific training on bespoke systems only utilised in MOD, therefore where a specific training gap is identified which is not deemed core to the role/function/grade then the Authority may choose to train the Personnel.

59. Personnel undertaking Specific Tasks (who will not be working within the Authority), may not be subject to the 'Self Support System'.

60. The Supplier must clearly articulate the assessment criteria and process for promotions of Engaged Personnel within the Supplier's organisation and supply chain, when those promotions affect Personnel assigned to taskings under the Agreement.

Demobilisation

61. Prior to the conclusion of each deployment or task, the Supplier shall ensure all activities are completed by Personnel, including:

- a) All task and/or assignment deliverables to be accepted and signed off by the Tasking Order Delivery Manager;
- b) All electronic filing and storing of information completed correctly prior to Engaged Personnel departure;
- c) Post placement review and debriefing, both with the Personnel and the Tasking Order Delivery Manager;
- d) All relevant knowledge captured and transferred to the Tasking Order Delivery Manager;
- e) All activities detailed in the Letter of Placement at Appendix 1 (Letter of Placement) to Schedule H (Management of Engaged Personnel);
- f) For Personnel provided under Mode 1 or Mode 1a the day-to-day performance will be the responsibility of the Authority, either through the relevant Tasking Order Delivery Manager or the Corporate Functional Manager. This will be clearly stated on the Approved Tasking Order; and

g) For Personnel provided under Mode 2 and Mode 2a (Specific Tasks) the Supplier should clarify who shall be responsible for the day-to-day performance as part of finalising and agreeing the task, and this will be clearly stated on the Approved Tasking Order.

Innovation

62. The Supplier shall propose supplier generated innovation opportunities within the DE&S Project Delivery and OD Functions and wider MOD to the Authority SRO as these are identified, or as part of periodical steering group meetings.

63. The Supplier acknowledges that, outside of the DE&S Project Delivery Function, delivery of innovation projects will be subject to wider stakeholder buy-in and approval.

64. The Supplier acknowledges that opportunities to improve efficiency and effectiveness of the DE&S Project Delivery Function will arise throughout the Term. The Authority anticipates that such opportunities may stem from:

- a) The need to make efficiencies and designing more streamlined processes;
- b) Increasing the speed of deployment;
- c) insight and application of best practice, tailored to the most appropriate use for the Authority;
- d) generating the conditions for the transfer of knowledge and skills, organisationally and individually;
- e) improving consistency and coherence across the business by reducing wasted effort through relearning or revising practices to suit individual areas; and
- f) technology and data insight to improve management information, increase the speed and capability to make timely decisions, improve the Authority's understanding of suppliers and supply chains and target effort where it will have the greatest effect and benefit. This may include procuring data mining, data analytics and data applications software.

65. The Supplier acknowledges and agrees that the Authority may identify, and will continue to identify, Authority innovation opportunities and may request the Supplier's assistance in scoping, maturing and implementing such opportunities, under an Approved Tasking Order.

66. The Supplier shall propose opportunities to build the capability of the Project Delivery and OD Functions, including but not limited to:

- a) Transfer of knowledge
- b) Job shadowing

- c) Technical coaching / mentoring
- d) Secondments
- e) Collaborative training schemes (inc. master classes)

Continuous Improvement

67. The Supplier will be expected to continuously improve the Services provided under this Agreement throughout the Term, through the implementation of more efficient and effective methods. Continuous improvement will have an effect on all aspects of the Agreement, but it will be evidenced and recorded through demonstrable changes in the Supplier's Continuous Service Delivery Improvement Plan. These improvements will have a positive effect on the quality and responsiveness of the Services.

Sub-Contractors

68. The Supplier shall manage Sub-contractors in accordance with their Supply Chain Management Plan.

69. The Supplier shall provide a Supply Chain Management Plan to the Authority, within twenty (20) Business Days of the Commencement Date.

70. The status of Sub-contracting shall be a standing agenda item at each monthly Business Delivery Review – BDR meeting.

SME Involvement (Social Value)

71. It is important to the Authority to offer SMEs the chance to participate in the Agreement. The Supplier shall develop and maintain an SME Plan/Charter to ensure the fair, appropriate and transparent treatment of SMEs and provide value for money for the Authority.

72. The Supplier shall develop and maintain a fair and transparent process to apportion tasks to SMEs according to the skills and expertise of the SME.

73. The Supplier shall report upon the status of the SME Plan/Charter in accordance with KPI 5 Social Value.

Risk Management

74. The Supplier shall develop within one (1) Month of the Commencement Date and maintain a Risk & Opportunities Management Plan (ROMP) and a Risk Register.

75. The Supplier shall ensure that risks and opportunities management forms an integral element of project management and shall be an agenda item at all progress meetings throughout this Agreement.

76. The ROMP shall include and detail, but not be limited to, the risk & opportunities management processes including escalation process which shall be adopted for the duration of the Agreement.

77. The ROMP will form a key section of the quarterly steering group meetings.

Exit and Transition

78. The Supplier shall work with the incumbent to deliver the Transition Plan from the current agreement PDP/001 to the new Agreement. The Supplier is expected to provide a Transition Plan within thirty (30) calendar days of the Commencement Date to describe the steps it will take to take over the operation from the incumbent, including TUPE, data and knowledge transfer as well as working with the Authority and any supplier SRO to ensure a seamless handover/takeover.

79. The Supplier shall develop an exit plan in accordance with the principles set out in Schedule O (Exit) and the Parties shall use their reasonable endeavours to agree the form of such exit plan within three months of the Commencement Date of the Agreement.

Defence Equipment & Support, and Wider MOD Organisations

80. DE&S is a Bespoke Trading Entity, an arm's length body of the Ministry of Defence. It performs a vital, bespoke and challenging role in support of national security, equipping and supporting the UK's Armed Forces for operations (and for other procurements) now and in the future. This is achieved through the procurement of new military equipment, commodities and services, support to in-service equipment through-life and management of global logistics operations. DE&S is responsible for delivering some of the most complex products and services in the world.

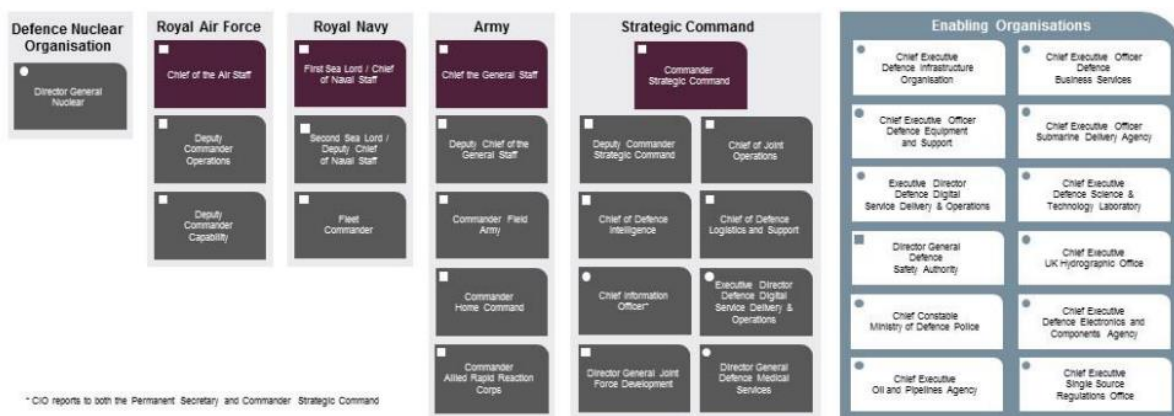
81. DE&S is focused on ensuring VfM is achieved for Defence on the procurement and through life support of defence equipment and the Supplier will be expected to adopt those behaviours with all taskings under this Agreement.

82. DE&S employs a mix of civil servants and military personnel, plus contingent labour to perform specialist roles. Our workforce is deployed at numerous locations in the UK and overseas, adopting a hybrid working mechanism where practical - while most of the workforce is located at our main acquisition hub at Abbey Wood, Bristol.

83. The Authority requires high quality business capabilities and standards that need to be suitable for a wide range of Products and Services across the programme functions; widely ranging in value, complexity and priority. For example: the provision and support of complex equipment, such as nuclear submarines and combat aircraft, through to global logistics operations in hostile environments and high volume, low value items (such as clothing) and commodities (such as fuel and food). The DE&S currently spends circa £14Bn pa on behalf of our customers, the Front Line Commands (FLCs), through 2,800 contractual arrangements with over 1000 suppliers.

84. This Requirement covers

- a) DE&S delivering its programmes of work through four delivery Domains (Ships, Land, Air and Strategic Enablers (SE)). The DE&S org structure can be found here; [DE&S Structure](#);
- b) SDA delivering its programmes of work through 6 directorates. Acquisition, Submarine Support, Technical/Chef Strategic Systems executive, Finance, Commercial and Corporate operations. [SDA - about us](#); and
- c) Any other MOD Departments and Organisations where required, which could include the following MOD partners;



Further details on how the MOD is structured is available at; [How Defence Works](#)

The Project Delivery & Operational Delivery Functions

85. The combined resource capacity of the Project Delivery (PD) (comprising of Project Management and Project Controls) function accounts for approximately 45% of all DE&S resources (circa 5,300 across the organisation) and include a breadth of disciplines and specialisms that is unique within the organisation. Key aspects of the Project Delivery responsibilities are:

- a) Project Management to ensure the efficient and effective utilisation of Portfolio, Programme and Project Management (P3M) resources (personnel & tools from various functions) within the DE&S balanced matrix. The Function is responsible for PM policy and process as well as the deployment of P3M resource. Within the DE&S balanced matrix, Portfolio, Programme and Project Managers are accountable for delivery of the outputs and outcomes defined within agreed Command Acquisition Support Plans (CASP), and other external / internal agreements; and
- b) Project Controls, critical to supporting other DE&S Functions and in particular Project Management to deliver what we have promised to our customers - to the required scope, on cost and on time. Project Controls is the

eyes, ears and conscience of every project, providing the right information, at the right time, in the right format to drive better informed decision making. The remit is to provide effective and informed project initiation, highlight divergence from baselines, provide prompts that action is required, provide information that guides management decisions, maintain and exploit project data across a range of Estimating, Risk Management, Scheduling, Cost Control and Project Control Management specialisms.

86. The Operational Delivery (OD) Function - DE&S' functional authority for the management, optimisation and service delivery of in-service support. It has approx. circa 3,000 people and it has a breadth of disciplines that are important to sustaining military capability in our Armed Forces. The Operational Delivery Function provides a professional home for industrial, non-industrial and military staff, who manage and deliver the services that provide in-service support. The function has a critical role to play, ensuring that support solutions are appropriately considered from the outset of a project and that they are developed and embedded in both the Through Life Management Plans (TLMP) and in every Project Management Plan (PMP).

87. Within DE&S a Chief Operating Officer (COO) for each of the 5 domains (Air, Land, Ships, Strategic Enablers and Corporate) is responsible for the people, process and performance aspects of the workforce, meeting current capability and capacity needs and planning for the future DE&S programme. A similar construct exists within SDA.

- a) Each Domain has in place a Domain Functional Manager (DFM) for each of the PD and OD functions and is responsible for delivering the function's services and capabilities within DE&S Domains. The DFM leads resourcing and deployment across their Domains; and
- b) Delivery Teams sit within Domains and provide the integrated capability to deliver DE&S procurement and support services against the DE&S Order book.

Quality and Standards

88. The Supplier is to hold and maintain a certified Quality Management System to ISO 19001 and to follow the principles of ISO 44001, Collaborative Business Relationship Management, at no cost to the Authority.

Annex A – Mode 1 and Mode 1a Tasking

Annex A – Mode 1 and Mode 1a Tasking is to be developed and drafted by the Supplier and agreed with the Authority during the Transition Period. However, the Supplier is to ensure that as a minimum the requirements in Annex G – Tasking Principles and Annex H – Functional System Specification to this Schedule B are met.

Annex B – Mode 2, Mode 2a, Mode 3 and Mode 4 Tasking

Annex B – Mode 2, Mode 2a, Mode 3 and Mode 4 Tasking is to be developed and drafted by the Supplier and agreed with the Authority during the Transition Period. However, the Supplier is to ensure that as a minimum the requirements in Annex G – Tasking Principles and Annex H – Functional System Specification to this Schedule B are met.

Annex C – Success Profiles

1. Personnel (team or an individual) for a specific assignment are provided against the live DE&S Success Profiles (role description) for PD (PM and PC) and OD Functions. Even though throughout the Agreement the Success Profiles might be changed, deleted, new Success Profiles added, renamed or the Function's names might change, the Supplier must deliver Personnel (team or an individual) for a specific assignment against the latest Success Profiles published by PD and OD Functions.

[Link to current PD Success Profiles: Success Profiles - PD - All Documents \(sharepoint.com\)](#)

Link to current ODF Success Profiles³: [Success Profiles - ODF Function - All Documents \(sharepoint.com\)](#)

³ Some OD Success Profiles are currently excluded from the scope of this framework. See 20230309_Success_Profiles-O for details.

Annex D – Mandatory Training

1. In addition to the Supplier-required mandatory training, the Supplier shall ensure that each member of the Engaged Personnel has completed all mandatory training. [Required Learning \(sharepoint.com\)](#)
2. Some mandatory training is completed only once but the majority are to be refreshed within specific timeframes, dependant on the training package. The Supplier must ensure all Engaged Personnel under this Agreement are kept up to date with all mandatory training required.
3. The Supplier shall report to the Authority mandatory training status for all Engaged Personnel in line with KPI 4 Data, Monitoring and Control as outlined in Schedule E.
4. Below is the current list of mandatory training within DE&S. This list can change depending on Civil Service, MOD or DE&S specific training needs at the time, therefore the Supplier must keep in close liaison with the DE&S and wider MOD teams ensure a full understating of all MOD TLBs training requirements.

Mandated training courses listed for new DE&S entrants:

- I. DE&S Corporate Induction;
- II. New Starters Security Induction;
- III. Way to Delivery;
- IV. Induction Portal;
- V. Security Operating Instructions (SYOPS);
- a) Mandated training courses listed for all DE&S staff:
 - VI. Fraud, Bribery and Corruption 45 minutes, available through the Defence Learning Environment);
 - VII. Inclusion in the Civil Service (40 minutes, available through Civil Service Learning);
 - VIII. Defence Information Management Passport (2 hours, available through the Defence Learning Environment);
 - IX. Health and Safety (1 hour, available through Civil Service Learning);
 - X. Business Continuity Management (1 hour, available through Civil Service Learning);
 - XI. Spotlight on Safety (1 hour, available through the Defence Learning Environment);
 - XII. Active Bystander Fundamentals (1 hour, available through the Defence Learning Environment);
 - XIII. Safeguarding Children and Adults (1 hour 10 minutes, available through Civil Service Learning);
 - XIV. Mandatory Security Training; and
 - XV. Any additional training required by the Authority from time to time.

Annex E – Partnering Arrangement

Introduction

1. The Supplier shall work with the Authority as part of our resourcing solution, in an open and joint relationship to achieve common objectives. The concept is to drive behavioural and cultural change to deliver contractual obligations throughout the supply chain using a structured approach to managing the MOD, industry and stakeholder interfaces to enable success and mutual benefit for all parties. Essentially it involves the MOD and industry working together to achieve joint objectives. Statistically Partnering has delivered benefits in the following areas: Project delivery, scheduling, contract management and risk and opportunities management.

2. Traditional contractual relationships (which are often adversarial) are continually highlighted as a driver for programme failure. Partnering (Collaborative Working (CW)) is seen as a way to improve performance on projects giving a better chance of delivering on target against performance, time and cost. This has been verified by the National Audit Office as evidenced in their report “[Good Governance – Measuring Success Through Collaborative Working Relationships \(Nov 2006\)](#) [PDF][Opens in new window]

Performance Targets

3. MOD working jointly with Industry will help foster an open honest relationship to achieve these defined performance targets:

- a) One team - where our immersive Supplier integrates within our Function and Domain management teams to be part of business planning and optimisation of our workforce blended to deliver value for money and efficiencies across business as usual;
- b) Reactive and pro-active – being part of our planning activities and working with us and FLCs to pre-empt and resource the urgent and ad-hoc requests placed upon DE&S via options and FCRs, being able to make the best use of available resource effort to enable DE&S to deliver against our customer needs;
- c) Critical friend – help us look at our business and processes, identifying ways and means for continuous improvement and efficiencies to support us in delivering against our budgetary and resource challenges;
- d) Getting ahead of the competition – ensuring that we are able to secure the best people through our frameworks, generating innovative solutions to react to marketplace constraints and secure DE&S the resources we need when we need them;
- e) Rewards for efficiencies – sharing success by rewarding efficiencies achieved; and

f) Specific business objectives by maximising the effectiveness of each participant's resources. It requires collaborative work together in an open and trusting relationship based on mutual objectives, an agreed method of problem resolution and an active search for continuous measurable improvements.

4. The Partnering approach sought will deliver a collaborative team approach that benefits all parties involved, while focusing on the needs of the MOD customer and end user. The benefits of the Partnering arrangement will include:

- a) Increased customer satisfaction;
- b) Delivering value for money;
- c) Staff satisfaction;
- d) Creation of an environment that encourages innovation and technical development;
- e) Design integration with specialists in the supply chain;
- f) Duplication effort eliminated;
- g) Better predictability of future demands which leads to shorter overall deployment period;
- h) Stability which provides more confidence for better planning and investment in staff and resources; and
- i) Reduced unfulfilled demands.

ISO 44001

5. BS11000, the British Standard covering CW, was replaced by [ISO 44001, Collaborative Business Relationship Management](#), published in March 2017. The ISO provides a recognised structure to develop projects from the concept stage through to disposal and MOD project teams should follow its principles if any form of joint working is used. The ISO describes an eight-phased model that organisations can adopt, without major investment, to improve collaborative relationships. It also highlights key elements that will lead to success, using route maps to enable integration between organisations as well as providing a structure to monitor progress.

6. MOD policy is to work to the principles of ISO 44001 but accreditation to the standard is optional.

Legal requirements of Partnering

7. Partnering must not constitute the creation of a legal 'partnership', the formation of a business entity, or a joint responsibility for debts incurred. When

dealing with collaborative working (CW) it is mandated that acquisition teams must not unintentionally create a partnership as defined in the 1890 Partnership Act.

8. All contracts must be placed in accordance with Applicable Law.

Learning From Experience (LFE)

9. As part of our industry day we have received the following LFE from industry concerning Partnering which will help us to develop our procurement and commercial strategies:

- a) We need to get the relationship management right from the outset.
- b) An enhanced collaborative approach (aligned to ISO 44001) involving a structured method for sharing resources, experience and skills supported by a process for creating, delivering and exiting relationships is required;
- c) Consider requiring continuity of core personnel for the lifetime of the project, possibly through a fixed management fee element to the Agreement , plus call-off options for specific tasks. To achieve that the MOD/DE&S could increase the level of communication and awareness of the different suppliers to better allow them to prepare for the future demand;
- d) Organise and run more regular networking events between suppliers could increase their opportunity and desire for collaboration;
- e) Establish a continuous improvement process, that regularly review the framework performance and its suitability;
- f) Ensure the approval process for any tasking is flexible, agile and meets the needs of the MOD project teams with regards to timescales;
- g) Extending the Agreement to a potentially longer term deal and agree mutually beneficial KPIs and ensure these are regularly reviewed;
- h) Incentivised pricing arrangements and joint pain/gain share arrangements;
and
- i) Three areas where MOD could enhance its approach: Clarity and coherence of roles and responsibilities, accountabilities, and delegations.

Annex F – Transition planning

1 Definitions

1.1 In this Annex F, the following terms shall have the following meanings:

Milestone means each milestone identified in the Transition Plan.

Milestone Achievement Criteria means all tasks and criteria agreed and identified in the Transition Plan or which are required to be satisfied to successfully achieve a Milestone.

Milestone Achievement Certificate means a certificate issued in respect of the satisfaction of a Milestone.

Milestone Completion Date means the dates set out in the Transition Plan as the dates for achievement of the relevant Milestones.

Milestone Deliverables means all deliverables agreed and identified in the Transition Plan or which are otherwise required to successfully achieve a Milestone.

SDD Milestone Achievement Certificate means the Milestone Achievement Certificate issued.

Transition Meetings means the meetings to be held between the Supplier and the Authority during the Mobilisation Period as specified in paragraph 6 below.

Transition Plan means the initial Transition Plan set out in Annex 1 to this Annex F as updated and/or revised by the Supplier from time to time in accordance with the requirements of this Schedule.

Transition Progress Reports means the reports to be delivered by the Supplier.

Transition Project Manager means the manager appointed by the Supplier pursuant to Transition activities.

Service Delivery Date means the date on which the Supplier is required to provide the Services.

Stabilisation Period means the period between the Service Delivery Date and the Transition completion date.

Transition Period means the period when the Transition Plan activities are being implemented.

2 Introduction

2.1 This Annex:

- a) outlines the main activities and responsibilities of the Supplier in respect of and during the Mobilisation Period.
- b) outlines the process for development and implementation of the Transition Plan;
- c) identifies the Milestones (and associated deliverables) in respect of the Mobilisation Period; and
- d) sets out the tests and/or criteria to be met in respect of each Milestone.

2.2 The purpose of the Mobilisation Period is to enable the Supplier to be in a position to provide the Services at the Planned Service Delivery Date.

3 Objectives

3.1 The Supplier shall:

- a) coordinate with the Authority and the Outgoing Supplier to ensure a smooth transition of services and delivery of services without disruption to ongoing operational output.
- b) implement the Transition Plan to ensure that governance and reporting is supported and delivery of customer requirements assured; and
- c) commence provision of the Services by the Planned Service Delivery Date.

4 General

4.1 The Supplier shall:

- a) comply, in all material respects, with the Transition Plan; and
- b) carry out its obligations during the Mobilisation Period in accordance with the Transition Plan and all associated Milestones to ensure that it is able to deliver the Services at the Planned Service Delivery Date.

4.2 The Authority may, at its option, provide reasonable assistance to the Supplier during the Mobilisation Period.

4.3 The Supplier shall capture lessons learned during the Mobilisation Period to assist in the preparation of its Exit Plan.

4.4 The Supplier acknowledges that the Services may be subject to government review at key stages and all other times. The Supplier shall cooperate with any bodies undertaking such review and shall allow for such reasonable assistance as may be required for this purpose at no extra cost to the Authority,

5 Transition Plan

Outline Transition Plan.

5.1 The initial Transition Plan is set out in Appendix 1 to this Annex F.

5.2 All changes to the Transition Plan are subject to the Authority's prior written approval in accordance with this Annex.

Detailed Transition Plan.

5.3 The Supplier shall submit an updated Transition Plan to the Authority for approval within ten (10) Business Days of the Commencement Date.

5.4 The Supplier shall ensure that the updated Transition Plan:

- a) incorporates all matters identified by the Contactor during the period from the Commencement Date and which the initial Transition Plan did not fully envisage or adequately incorporate;
- b) includes all matters as notified to the Supplier which the Authority reasonably requires to be included;
- c) incorporates all Milestones and Milestone Dates as set out in the initial Transition Plan;
- d) clearly identifies all steps and criteria required to implement the Milestones and to provide the Services by the Planned Service Delivery Date;
- e) clearly outlines the roles and responsibilities of the Supplier, including staffing requirements, Site access and deliverables; and
- f) is produced using a software tool as specified, or agreed by the Authority (acting reasonably).

5.5 Prior to submission of the updated Transition Plan in accordance with paragraph 4.3, the Authority is entitled to:

- a) review any documentation produced by the Supplier in relation to the development of the updated Transition Plan, including:
 - (i) details of the Supplier's intended approach to the updated Transition Plan and its development;
 - (ii) copies of any drafts of the updated Transition Plan produced by the Supplier; and
 - (iii) any other work in progress in relation to the updated Transition Plan; and
- b) require the Supplier to include any reasonable changes or provisions in the updated Transition Plan.

5.6 Following receipt of the updated Transition Plan from the Supplier, the Authority shall:

- a) review and comment on the updated Transition Plan as soon as reasonably practicable; and
- b) notify the Supplier in writing that it approves or rejects the updated Transition Plan no later than ten (10) Business Days after the date on which the updated Transition Plan is first delivered to the Authority.

- 5.7 The Authority may be entitled to reject the updated Transition Plan if:
- a) the Supplier's ability to perform its obligations under this Agreement would (on the balance of probabilities) be adversely affected by the implementation of the updated Transition Plan;
 - b) the updated Transition Plan would (on the balance of probabilities) adversely affect any right or obligation of the Authority under this Agreement or its ability to enforce any such right or comply with any such obligation; or
 - c) any aspect of the updated Transition Plan would be:
 - (i) inconsistent with any Law, statutory duty, legal requirements or Regulations;
 - (ii) inconsistent with the Requirements;
 - (iii) inconsistent with any other provision of this Agreement;
 - (iv) not in accordance with Good Industry Practice; or
 - (v) not practicable.
- 5.8 If the Authority rejects the updated Transition Plan:
- a) the Authority shall inform the Supplier in writing of its reasons for its rejection; and
 - b) the Supplier shall then revise the updated Transition Plan (taking reasonable account of the Authority's comments) and shall re-submit a revised updated Transition Plan to the Authority for the Authority's approval within ten (10) Business Days of the date of the Authority's Notice of rejection. The provisions of paragraphs 4.4 to 4.7 shall apply to any resubmitted updated Transition Plan. Either Party may refer any disputed matters for resolution by the Dispute Resolution Procedure.
- 5.9 If the Authority approves the updated Transition Plan it shall replace the previous Transition Plan from the date of the Authority's Notice of approval.
- 5.10 The Supplier acknowledges and confirms that the Authority's approval of the updated Transition Plan shall not act as an endorsement of the updated Transition Plan and shall not relieve the Supplier of its responsibility for complying with the terms of the Transition Plan and ensuring that the Services are provided by the Planned Service Delivery Date and to the standards required by this Agreement.

Updates and maintenance of the Transition Plan.

- 5.11 Following the approval of the updated Transition Plan by the Authority:
- a) the Supplier shall submit a revised Transition Plan to the Authority each time it wishes to amend or update the activities, deliverables, or dates set out in the Transition Plan;
 - b) the Authority is entitled to request a revised Transition Plan at any time by giving written Notice to the Supplier and the Supplier shall submit

such draft revised Transition Plan to the Authority within ten (10) Business Days of receiving such request (or such longer period as the Parties may agree);

- c) any such revised Transition Plan is to be submitted by the Supplier for approval in accordance with the procedure set out in paragraphs 5.4 to 5.8; and
 - d) the Supplier's performance against the Transition Plan will be monitored at Transition Meetings.
- 5.12 Save for any amendments which are of a type identified and notified by the Authority (or the Authority's discretion) to the Supplier, the Supplier shall not make any amendments to the Transition Plan.
- 5.13 Any proposed amendments to the Transition Plan do not come into force until they have been approved in writing by the Authority.

6 Mobilisation Period Meetings and Reports

Transition Meetings

- 6.1 The Authority and the Supplier shall hold Transition Meetings to fully review and discuss Transition activities.
- 6.2 In preparation for Transition Meetings, the current Transition Plan shall be provided by the Supplier to the Authority not less than five (5) Business Days in advance of each Transition Meeting
- 6.3 Such Transition Meetings shall:
- a) be held at least [Frequency to be agreed]
 - b) be held at [Location to be agreed]
 - c) be attended by the Transition Project Manager and any other personnel reasonably specified by the Authority;
 - d) discuss and identify progress as against the Transition Plan and Milestones; and
 - e) monitor the achievement the objectives set out in paragraph 2 above.
- 6.4 The frequency of the Transition Meetings may vary depending on progress made by the Supplier during the Mobilisation Period and as against the Transition Plan and Milestones.
- 6.5 The Supplier shall maintain minutes of the Transition Meetings and issue copies of such minutes, containing agreed actions, to the Authority as soon as reasonably practicable after the Transition Meetings.
- 6.6 The final Transition Meeting will be held no later than ten (10) Business Days prior to the planned Service Delivery Date, and will review in full the ability of the Supplier to provide the Services and implement and perform in accordance with the terms of this Agreement as at the planned Service Delivery Date. The Supplier will provide the Authority with such information

and reports as the Authority may reasonably require in advance of such meeting.

Transition Reports

- 6.7 The Supplier shall submit weekly Transition Progress Reports to the Authority to demonstrate progress in accordance with the Transition Plan.
- 6.8 The Supplier shall include the following in the Transition Progress Reports:
- a) the progress of and outlook for the Supplier's activities in relation to the Transition Plan;
 - b) key items for discussion with the Authority, including any actions or decisions required by the Authority;
 - c) an assessment of overall progress against each Milestone and shown as either:
 - (i) red – the Milestone is unlikely to be achieved, or the Milestone has not been achieved;
 - (ii) amber – the Milestone is at risk of not being achieved; or
 - (iii) green – the Milestone is on target to be achieved, or the Milestone has been achieved, and
 - (d) such other matters as the Authority may reasonably require.

7 Delay

- 7.1 If the Supplier becomes aware that there is, or there is reasonably likely to be, a delay to any matters specified in the Transition Plan and/or Milestones or if it appears to the Authority that there may be any such delay, the Supplier shall:
- a) notify the Authority with full details of the relevant delay, including the causes and implications;
 - b) comply with any reasonable requirements of the Authority in order to address the impact of the delay or anticipated delay; and
 - c) use all reasonable endeavours to eliminate or mitigate the consequences of any delay or anticipated delay.

- 7.2 If appropriate, the Supplier shall submit an updated Transition Plan in accordance with paragraph 4 to reflect any identified or anticipated delay.

8 Personnel

- 8.1 The Supplier shall appoint a Transition Project Manager in order to manage the effective implementation of the Transition Plan.
- 8.2 The Supplier shall confirm details (including contact details) of the Transition Project Manager to the Authority prior to the Commencement Date. The Supplier shall not remove or replace such Transition Project Manager without the prior written consent of the Authority, not to be unreasonably withheld.

- 8.3 The Supplier shall consult with the Authority and appoint key personnel to be employed throughout the Mobilisation Period.
- 8.4 The Supplier shall not remove such personnel from employment (except in circumstances of gross misconduct) without the prior written consent of the Authority, not to be unreasonably withheld. The Supplier shall provide the Authority with (i) job descriptions setting out roles and responsibilities; (ii) CVs; (iii) standard of qualifications (iv); specialist experience; and (v) personal attributes, of key personnel.
- 8.5 The Supplier shall agree and establish transition teams with the outgoing Supplier.
- 8.6 The Supplier shall provide the Authority with an organisational chart for the personnel referred to in this paragraph 7.

9 Milestone Achievement

- 9.1 The Supplier shall ensure that:
- a) each Milestone is achieved by the relevant Milestone Completion Date; and
 - b) all elements of the Service will be fully implemented and performed in accordance with the terms of this Agreement by the Planned Service Delivery Date.
- 9.2 The Supplier shall give the Authority not less than five (5) Business Days' notice and not more than fifteen (15) Business Days' Notice of the date upon which the Supplier considers that a Milestone will be achieved in accordance with the Transition Plan and the terms of this Agreement.
- 9.3 Following receipt of Notice pursuant to paragraph 8.2, the Authority may be entitled to:
- a) carry out such inspections and/or tests, and
 - b) ask for such reports, records, statements or other information it may consider appropriate or necessary to be satisfied that the Milestone may be achieved.
- 9.4 The Supplier shall notify the Authority of any outstanding matters which, in its reasonable opinion, are required to be carried out or attended to before the Milestone can be considered to be achieved in accordance with the Transition Plan and the terms of this Agreement. The Supplier shall attend to such matters and notify the Authority as soon as practicable when it is in a position to request a Milestone Achievement Certificate.
- 9.5 The Supplier shall be entitled to request that the Authority issues a Milestone Achievement Certificate once the Supplier is satisfied that all matters are or will be completed to achieve that Milestone.
- 9.6 The Authority shall issue a Milestone Achievement Certificate in respect of a given Milestone as soon as reasonably practicable following:
- a) the issue to it of all relevant Milestone Deliverables;

- b) the successful testing of and demonstration to the Authority of the achievement or satisfaction of all Milestone Achievement Criteria; and
- c) performance by the Supplier, to the reasonable satisfaction of the Authority of any other tasks and/or tests identified in the Transition Plan as associated with that Milestone or as may otherwise be required (which may include the submission of deliverables, documents and/or information).

9.7 The grant of a Milestone Achievement Certificate shall not:

- a) operate to transfer any risk that the Milestone has been achieved or completed, or
- b) affect the Authority's right subsequently to reject any Milestone Deliverables or any Milestone to which a Milestone Achievement Certificate relates.

9.8 Notwithstanding the issue of a Milestone Achievement Certificate, the Supplier shall remain responsible for ensuring that:

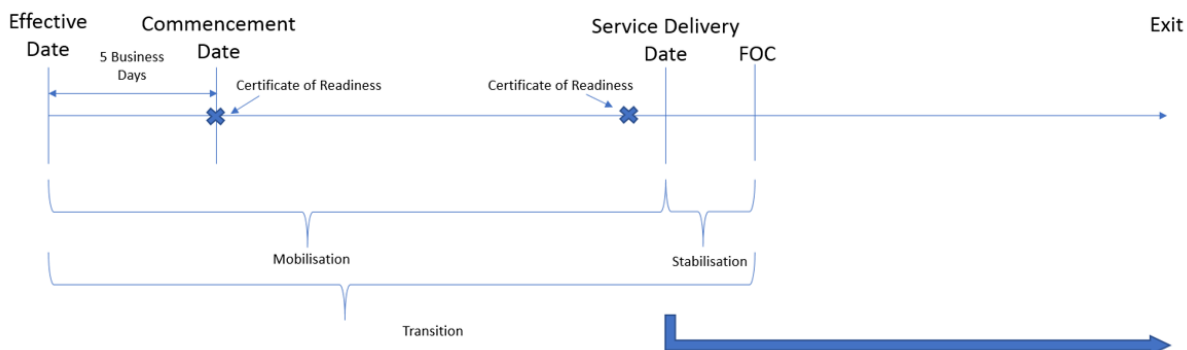
- a) the Supplier will deliver the Services in accordance with the requirements or the terms of this Agreement, and
- b) each KPI is met in accordance with the terms of this Agreement.

9.9 If a Milestone is not achieved, the Authority shall immediately issue a Report to the Supplier setting out:

- a) the applicable issues, and
- b) the reasons for the relevant Milestone not being achieved.

9.10 Subject to Paragraphs 9.7 and 9.8, the Authority will issue the SDD Milestone Achievement Certificate when the Supplier has demonstrated (to the satisfaction of the Authority) that all elements of the Service will be fully implemented and performed in accordance with the terms of this Agreement on and from the Planned Service Delivery Date.

10 Transition Plan Timeline illustration



Appendix 1 – Transition Plan

***[Note: Insert the Transition Plan agreed with Supplier within 20
Business Days of the commencement date]***

Annex G – Tasking principles

Introduction

1. The taskings for all modes under this framework will be detailed in Annex A – Mode 1 and Mode 1a Tasking, and in Annex B – Mode 2, Mode 2a, Mode 3 and Mode 4 Tasking to this Schedule B.
2. Annex G outlines general tasking principles which will need to be adhered to and will form part of the minimum requirements for Annexes A and B.

General principles

3. Occasionally, and subject to the agreement of both parties to the Tasking Order, an order or task may contain specific terms or conditions additional to those contained in the Agreement or which are at variance to those contained in the Agreement – for example if particular arrangements need to be made for tasks to be done abroad, or if there is a requirement for a particular qualification/skill. If such variations are proposed the Tasking request should be signed off by ADT Commercial Lead.
4. All Tasking Orders should follow the outlined principles in the Data Entry and Form Requirements section in Annex H – Functional System Specification to this Schedule B.
5. Mode 1 Tasking Orders will require approval from a delegated point of contact for each Function, TLB, or as agreed prior to commencement as agreed in Annex A – Mode 1 and Mode 1a Tasking, and in Annex B – Mode 2, Mode 2a, Mode 3 and Mode 4 Tasking to this Schedule B.
6. Mode 1a personnel shall be linked to DE&S Success Profiles at the corresponding level to enable pricing in line with the Success Profile and with the level.
7. All Tasking Orders will require Authority's ADT Commercial Lead approval prior to commencement.
8. Unless otherwise stated on the Tasking Order the IP rights of the Agreement will apply, in accordance with Clauses 62 to 65.
9. **Financial Management of tasks**
10. The Supplier Delivery Team shall monitor approved tasks on a weekly basis the actual spend against approved budget and the expiry dates of Approved PDP Tasking Orders.

11. Where the actual spend under an Approved PDP Tasking Order reaches or in the following week is reasonably likely to reach 85% of the approved budget, or the Approved PDP Tasking Order is due to expire within 4 weeks, the Supplier Delivery Team must notify the Tasking Order Delivery Manager (or delegate) and Authority Demander.

12. Where Paragraph 11 occurs, the Supplier Delivery Team will provide three options to the Tasking Order Delivery Manager (or delegate) or Approved Demander:

- a) extension of Task time, if there is approved budget remaining;
- b) extension of either or both Task time or budget, if the Tasking Order Delivery Manager can secure additional funding; or
- c) expiration of the Task, allowing the Task to expire as originally agreed.

13. The Tasking Order Delivery Manager (or delegate) and Authority Demander should be made aware of any outstanding activities that have not been completed which were part of the requirement and how much effort it is considered will be required to complete such activities.

14. Where an option set out in Paragraph 13 is selected, the Supplier shall not be authorised to continue activities beyond the expiry date or incur over budget until the PDP Tasking Order has been amended and the amendment approved in accordance with the processes outlined in Annex A and Annex B to this Schedule B (and the Authority shall have no liability in respect of any costs incurred without such approval).

Amendments of Tasks

15. Amendments to an Approved PDP Tasking Order may be identified at any point in the duration of the task by the Task Order Delivery Manager (or delegate), by the Authority Delivery Team (subject to obtaining Task Order Functional or Delivery Manager agreement) deployed Personnel, or the Supplier Delivery Team.

16. Cost, time and resource implications of the relevant amendment shall be reconsidered by the Supplier who will submit a Proposal back to the JSOT who will be responsible for seeking the appropriate approvals.

17. If the JSOT agrees that it will proceed with the amendment, the Authority and Supplier shall:

- a) Complete and execute the relevant sections of the relevant PDP Tasking Order, detailing the terms of the proposed amendment; and
- b) Following confirmation of all approvals by the Authority to such amendment, the PDP Tasking Order shall be updated, and the Supplier shall deliver such Approved PDP Tasking Order in accordance with its revised terms.

18. The general principles outlined in this Annex G for new Tasks, shall be followed for amendment of Tasks.

19. In the event that the JSDT is unable to agree the terms of an amendment to an PDP Tasking Order, such difference shall be a Dispute and determined in accordance with Dispute Resolution Procedure.

Conclusion of Tasks

20. Prior to the conclusion of any task or assignment, the Supplier must ensure all activities are completed by personnel, including:

- a) All task and/or assignment deliverables and/or progress to date, must be accepted and signed off by PDP Tasking Order Delivery Manager;
- b) All filing and storing of information must be completed prior to personnel departure;
- c) All relevant knowledge captured and transferred to the PDP Tasking Order Delivery Manager.
- d) All issued GFA for the Tasking Order (i.e., laptops, site passes etc.) given back.

Annex H – Functional System Specification

1 Introduction

The purpose of the Annex H is to outline high level IT system specification requirement statements for the PDP Successor system. The requirements outlined will provide an overview of the type of core capabilities that the system is required to deliver to meet the Authority's needs.

Please note the capability outlined are requirements of the type of functionality that is needed and is not an exhaustive list of the exact requirement which is subject to amendment/refinement. The Authority can potentially compromise on certain requirements in order to gain better functionality. Therefore, the functionality listed should not constrain tenderers from suggesting alternative options.

2 Prioritisation of the requirements

For the purpose of identifying the critical requirements which are vital to the success of the PDP software delivery the MoSCoW approach has been followed. MoSCoW (Must, Should, Could, Won't have), system has been used to prioritise each core requirement regarding its importance to the delivery of the application.

Priority	Description
Must have	Requirements critical to the current delivery in order for it to be a success
Should have	Requirements important but not necessary for delivery
Could have	Requirements desirable but not necessary for delivery
Won't have	Requirements agreed by stakeholders as the least-critical, lowest-payback items, or not appropriate at this time (out of scope)

3 Scope

The scope of the document outlines high level core capability of the type of functionality the system is required to deliver to meet the Authority's needs and does not outline the exact requirement of the full feature set.

4 PDP Successor Booking System Core System Requirements

The below requirements outlined are high level core functional requirements that are essential to the successful delivery of the PDP resource management system.

ID	Core system Requirements	Priority	Remarks
Home page design <i>This section will cover requirements which will enable users to access the system and allow users to navigate to relevant areas of the system in order to carry out their tasks.</i>			
SR01	<p>The system shall provide an intuitive and user-friendly home page (landing page) and will have the following but not be limited to:</p> <ul style="list-style-type: none"> • PDP Successor branding (clearly labelled) • Global navigation throughout the system to allow users to understand and navigate easily and effectively • Interactive useful information section to provide support to users to aid their decision-making e.g. Resource demand mode definitions, FAQ's, Process information, useful information to help users select correct resource type etc. • Access to a user's dashboard which would have information such as but not limited to: <ul style="list-style-type: none"> • Ability to view open and closed demands • Summary view of assigned tasks • Track status of demands raised • Ability to apply filters to view data • User interface of the layout for the home page will enable users to easily select what type of service they want to request • Any unread notifications the user may have 	Must	
Data Entry and Form Requirements <i>This section will cover the functionality requirements needed for the creation, updating and structure of forms.</i>			
SR02	The system shall enable users to create and capture data effectively using a standardised approach that will allow users to search, retrieve and exploit data as necessary	Must	
SR03	<p>The system shall capture common mandatory metadata when a user creates a form such as but not limited to:</p> <ul style="list-style-type: none"> • TLB • User id - pre-populated by system • UIN – system generated • Created date / time – pre-populated by system • Mode Type • Financial Approval – Yes/No/Yes in principle (only allowed to proceed if answered 'Yes' or 'Yes, in principle') <p>Please note "Yes in principle" is applicable only if a user selects Modes 2, 2a, 3 and 4: 'Yes, in principle'</p>	Must	
SR04	The system will provide the capability of dynamic form generation depending on the service type selected e.g "Mode 1". This will allow the user to be presented with the relevant data fields depending on selection type.	Must	

SR04	<p>The system shall enable that all forms must have the ability to be saved as draft and no validation on “mandatory fields” will be enabled. This will allow a user to complete part of the form only and return later</p> <p>The system will enable users to partially complete a form and save this information without the need to complete mandatory information as this is only enforced upon submission of a form/request</p>	Must	
SR05	<p>The system will enforce Mandatory field and data format validation behavior when a user submits the form.</p> <p>Any data specific fields will have validation to ensure only relevant values can be entered</p> <p>The user will be alerted to the errors on the form and/or what fields needs attention.</p> <p>The system will not allow users to submit anything beyond the framework agreed contractual time.</p> <p>The user will be alerted the reason why the request cannot be submitted.</p>	Must	
SR06	<p>There will be different field types within the system such as, pre-defined lists, radio & check buttons, drop downs, free text, dynamic search fields, date pickers etc.</p> <p>The type of fields will be based on the pertinence of the data that will be inputted/contained in the field.</p>	Must	
SR07	The system shall enable tool tips to be available on the forms. This will provide users with additional helpful information	Should	
SR08	The system shall have system driven status updates based on what step of a process the user is in such as; saves as draft, submits the form for approval, when a demand is “In progress” “On hold” etc.	Must	
SR09	The system shall provide visual feedback (confirmation of success) to users when they complete a certain action in the system such as but limited to; save, cancel, submit, approve etc.	Should	
SR10	The system shall provide users the ability to view any related helpful guidance regarding the form they are completing e.g a link to “Tools & Resources” open in a separate window	Should	
SR11	<p>The system shall allow users to have access to key Agreement information regarding Mode types and KPIs information as per below but not limited to:</p> <ul style="list-style-type: none"> - Display key information on Mode types. - Benefits and the average timelines per Mode resource type to help aid decision making. 	Must	

Workflow

This section will cover functionality requirements which will allow a standardised way of raising of tasks through onboarding and clearances to the completion of the tasking across the system in an efficient and consistent way.

SR12	<p>The System shall allow users to:</p> <ul style="list-style-type: none"> -Create, progress, update, track tasks raised within the system -Assign and reassign as necessary -Close, complete or archive tasks -Re-open a closed or archived item (if relevant to the workflow item e.g a resource demand) -Ability to provide comments for queries, justification, approvals, rejections, and decisions -A user with the relevant authority will be able to approve and reject any workflow -When a workflow is approved or rejected then the status of the workflow item will be updated by the system (system driven status updates) 	Must	
SR13	<p>The system shall enable the user to have visibility of any tasks/ workflow items in the system that they have created and assigned</p> <p>The user will also have visibility of any tasks/entities assigned to them for their attention.</p> <p>Members of the JSDT shall have full visibility of all the Tasking Orders.</p>	Must	As per SR69
SR14	A user will be able to view details of the assigned personnel prior to deployment as per the relevant KPIs and as detailed in Schedule B.	Must	
SR15	<p>The system shall provide users who have relevant permissions to request removal, replacement or an extension of an existing personnel.</p> <p>The user will be able to provide justification comments for the removal, replacement or extension of existing personnel.</p>	Should	
SR16	When a workflow is approved or rejected then the status of the workflow item e.g resource demand form will change to reflect the action requested under the workflow	Must	
SR17	The system will ensure when a workflow is approved or rejected or updated then the status will be updated by the system (system driven status updates)	Must	
SR18	<p>The system shall enable users to reassign existing personnel onto a different assignment</p> <p>The user will be able to provide justification comments for the reassignment if applicable</p>	Should	
SR19	<p>The system shall allow users to request further information regarding a resource demand such as clarification questions. The system will also enable users to respond to any query raised and provide the additional information required.</p> <p>All of which will be captured in the audit history.</p>	Must	

SR20	<p>The system shall provide the capability for certain workflow entities to have defined KPIs implemented (based on agreed KPIs):</p> <ul style="list-style-type: none"> - SLA's can be configured and defined in a workflow process - Each workflow will have associated reports that can display the workflows SLA status such as: On time, approaching the SLA and overdue - SLA workflows can be paused and restarted for certain processes - Any workflow that has an associated SLA turn - around time will display this information to the user including when a workflow is in progress how much time is remaining before completion required 	Must	
SR21	<p>The system shall enable the ability for users to capture feedback on existing personnel performance and distribute if needed. The following criteria can be assessed but not limited to:</p> <ul style="list-style-type: none"> - How well the individual is performing - Any areas that need to be addressed - Next steps e.g continue in assignment, request replacement or request removal etc - RAG status on overall performance - Delivery manager of personnel - Created by and date will be pre-populated 	Must	

Notifications

This section will cover the functionality requirements required to enable effective management of a user's actions and notifications

SR22	The system shall schedule automated reminders to the relevant users regarding upcoming new joiners such as a notification is issued within 48 hours of a new joiner starting with summary details	Should	
SR23	The system shall schedule automated reminders to the relevant users regarding when existing personnel's assignments are due to end such as a notification is issued within 5 days of the assignment end date with summary information	Should	
SR24	The system shall notify relevant users when their attention is required on a particular workflow item such as a clarification question has been raised on a demand and a response is required	Must	
SR25	The system shall notify users if a workflow item has been updated and they want to be alerted of the progress e.g a resource demand raised has now been assigned and filled or an update on security clearances for personnel	Must	
SR26	The system shall provide the users with visibility of any actions that need to be actioned as a priority	Should	
SR27	The system shall allow users to navigate to the relevant area of the system that needs their attention directly from the notification e.g this could be done via a link	Should	

SR28	When a workflow item has been closed/completed a notification will be issued to relevant users	Should	
SR29	<p>The system shall provide a summary view of all notifications for a user which will include and not be limited to:</p> <ul style="list-style-type: none"> -Any unread / new notifications - Access to previously opened notifications - An overall count of notifications will be visible to the user <p>The user will be able to select and view the details that are contained within the notification</p> <p>The user will have the ability to discard any notifications that they no longer require</p>	Should	
SR30	The system shall enable configuration for notifications to be sent via email (outlook) if that is a user's preference or for users that will not be directly in the system for much of their time: an individual's mailbox and or a multiple account email address	Should	
SR31	The system shall provide updates to a user if they have selected to receive updates on a particular demand, task workflow item	Should	
SR32	The system shall notify the relevant users (e.g JSDT, Authority's Senior Operations Manager) when Security clearance for an existing personnel's security clearance is due to expire in 6 months.	Must	

Audit Trail

This section will cover the functionality requirements to enable a fully comprehensive chronological audit trail of activity timelines, decisions and actions undertaken by users of the system.

SR33	<p>The system shall provide a full and comprehensive chronological audit trail of key activities This will include but not be limited to:</p> <ul style="list-style-type: none"> • User details (PUID / ID) • Time stamped and date • Change summary of activity <p>The system will capture activities such as but not be limited to:</p> <ul style="list-style-type: none"> • When a workflow item has been created e.g a demand raised • Key activities (steps in a process) when a workflow has been updated/progressed through to completion or closed • When a demand has been extended, replaced, or removed 	Must	
SR34	When a system status change is updated in the system this will be captured to show the action that took place to trigger the status update	Must	

SR35	<p>The system shall provide users the ability to view any audit history of a particular activity.</p> <p>The data displayed within the audit history table will be read only and non-editable</p>	Should	
SR36	<p>When comments or dialogue is captured in the system between different users the following is captured as per requirement SRXXX ID XX :</p> <ul style="list-style-type: none"> • The narrative / description is captured • User details (PUID / ID) • Time stamped and date <p>This will be essential for many scenarios particularly pertinent for the scenario when a demand is created > Clarification questions raised > and a response is communicated</p>	Must	
SR37	<p>The system shall have the ability to load a default amount of data for the audit history table in the first instance such as the most recent changes in chronological order.</p> <p>The user will have the ability to view more data rows of the audit history if required e.g an option to view “Full audit history”</p>	Should	
SR38	<p>The system will capture, and display details of attachments uploaded and removed such as:</p> <ul style="list-style-type: none"> • File name • Time stamped and date • User details (PUID / ID) • Change summary such as a removal of an attachment 	Should	
SR39	<p>The system shall provide historical data on a personnel's previous assignment details and allow this to be viewed when required</p>	Should	
Attachments/Uploading Artefacts <i>This section will cover the functionality requirements to enable users to view, upload and attach multi-media artefacts to the relevant item in the system</i>			
SR40	<p>The system shall allow users the ability to attach multi-media type files that are compatible with the Microsoft office suite to a workflow item/task:</p> <ul style="list-style-type: none"> - Pdf files - Photographs/images (at a minimum .bmp, .jpeg and .png); - Microsoft Office type documents <p>The system shall enable files to be uploaded to the product and will be of a valid type which aligns with Office 365 and complies with JSP604</p>	Must	
SR41	<p>The system shall allow users to remove / discard any uploaded attachments that are no longer required</p>	Must	
SR42	<p>The system shall allow users to select and view the contents of the attachment</p>	Must	

SR43	<p>The system will enable users to download multi-media type files and save these accordingly</p> <p>As per above requirement the following formats will be acceptable:</p> <ul style="list-style-type: none"> - Pdf files -Photographs/images (at a minimum .bmp, .jpeg and png); - Microsoft Office type documents 	Must	
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MI Reporting and Dashboards

This section covers the functionality requirements to create and provide Management Information type reports across different levels of the organisation (reporting will be permission based).

SR44	The reports will be interactive and in various formats depending on the user and organisational area to represent insightful visualizations based on the type of data that's being reported on	Must	
SR45	The system shall be interoperable with other DE&S and wider MOD systems and allow the Management Information to interface with other systems and other corporate O365 Management Information Systems	Should	
SR46	<p>The system shall provide reporting capability on real time contract management information such as the following but not limited to:</p> <ul style="list-style-type: none"> - Financial reporting - Actual spend to date vs approval - Demand status tracking - Work in progress, what areas are a concern/bottlenecks - Comparison of demands filled vs vacancies - Spend by organisational hierarchy - Trend analysis - Forecasting capabilities - Reporting on agreed KPI's - Volumetrics for key data - Customer fill rates and individual performance for each wider MOD customer participant - Monitoring of supply chain performance and availability - How many extensions, replacements and removed personnel across all TLBs or area of organisation <p>The system will be able to report on any standardised dataset in the system.</p>	Must	
SR47	The system shall enable all MI and reporting capabilities can be accessed from ModNet.	Must	
SR48	The system will provide the capability of real time reports to be generated at any time when required which provide accurate, real-time data on the contract performance	Must	
SR49	The system shall enable that all reports can be exported / downloaded into the MS format type documents	Must	

SR50	<p>The system shall allow users to have their own dashboard which will help them manage their day-to-day tasks such as but not limited to:</p> <ul style="list-style-type: none"> - How many assigned items they have - Status of demands which they created - Overdue items - Security clearances that need action <p>The above will be available at an individual and team level</p>	Should	
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Search

This section will cover the functionality requirements needed to allow users to search and locate certain data within the system.

SR51	<p>The system shall enable some users to Search across the system using key words (free text), Demand ID, Success profile title, Title of a task/workflow item, etc. Search results will start to be refined to closest match based on parameters entered.</p> <p>The system will allow multiple type of searches to be carried out such as “contains” and “dynamic” searching e.g type and find</p> <p>Filtering and sorting will be available</p> <p>Search within the application will be permission based and users will only be able to search and view results that they have access to.</p>	Must	
SR52	A user can search, filter and sort on any column within a table in the system. This includes the ability to apply multiple filters to refine results further	Should	
SR53	The system will have the ability to display search results in a paginated view with a configurable maximum number	Should	
SR54	The system will allow the user to search and filter to retrieve closed/completed entities which can be viewed	Should	

User Interface and User Experience

This section will cover the UI and UX high level requirements needed to ensure an adequate level of user experience is gained from users when interacting with the system.

SR55	The system shall provide an accessible user interface which meets level AA of the Web Content Accessibility Guidelines (WCAG 2.1) and works with assistive technologies as a minimum.	Must	
SR56	<p>The system will follow certain standards (including a style guide) and utilize common UI components to ensure a consistent and coherent design throughout the system.</p> <p>UI Components such as but not limited to:</p> <ul style="list-style-type: none"> - Input Controls - Navigational components - Informational components 	Should	
SR57	The system will have common patterns, layout and design throughout to enable users to familiarise themselves with system that results in easy use and the ability to complete their tasks efficiently.	Should	

SR58	The system will provide users with feedback of workflow submissions, actions, changes in state, or errors etc. This will allow the users to understand and be clear of what has happened during certain system interactions.	Should	
SR59	The system shall ensure that the layout of any screens/pages are to be purposeful and logically structured allowing users to be presented with the information they need and draw their attention to most important elements.	Should	
SR60	The system where possible will pre-populate certain information to reduce the user's effort	Should	
SR61	The system shall be intuitive and easy to use which will enable minimal (or no) requirement for training	Must	
Non-Functional Requirements -			
SR62	The system shall be accessible to all users via MODNET on any end user supported device when connected to LAN or Wifi such as: -Desktop - Laptop - Tablet	Must	
SR63	The system shall be available and reliable within the core business hours that the system is required to be available e.g 7 am – 7pm and supportability for incident resystem will be available and managed during these hours	Must	
SR64	The system shall provide the capability to archive historical data to maintain optimum performance Any historical data will be able to be retrieved and viewed	Should	
SR65	The system shall enable interoperability with other existing MOD systems including O365, Corporate Management Information System etc	Should	
SR66	The system shall ensure that the time and date format will be UK based: Time data stored in the product shall be displayed in a 24 hour clock format, hh:mm:nn Date data stored in the product shall be displayed in a DD/MM/YYYY format	Must	
SR67	The system shall be flexible and allow scalability to manage upwards surge due to user base increase across wider MOD without performance degradation, or its ability to quickly enlarge the architecture to support more users, more processes, more transactions, as the business requirements change and as the system evolves to meet the future needs of the business The system shall allow JSMT to raise change requests subject to approval for system enhancements that will add value and gain better efficiencies	Must	

SR68	The system shall provide adaptability and flexibility to enable system configuration whilst not creating complexity or overhead in its usage	Should	
SR69	The system shall enable users only have access to appropriate data determined by their role (permissions based). User roles will be created for all identified permission groupings	Must	
SR70	The system shall maintain a record of users who have admin type permission to access the system and what level of authorities they have	Must	
SR71	The system shall enable users with Administrator access to manage user group permissions and be able to add users to any existing permission group, create new user groups, remove users from a group etc	Should	
SR72	The System shall ensure only users assigned to the appropriate role can create and maintain data in conjunction with their role and level of expertise	Must	
SR73	The system shall support data stored as per the Security Aspect Letter. The system shall not store data higher than this classification	Must	
SR70	The system will adhere and comply with JSP604 Assurance policy and JSP441 Information and knowledge management policy. In addition to the above if the proposed system is a COTS product the system will also adhere and comply with DEFFORM 701.	Must	

Annex I – Supplier's Continuous Service Improvement Plan

Service Delivery Date/IOC

NOTE – TO INCLUDE To be added after INCORPORATION OF AGREED
KNOWLEDGE AND SKILLS TRANSFER PLAN – BY IOC

Annex J – Social Value Plan

Social Value Plan as agreed with the Authority and agreed KPI 5 by FOC

