**Statement of Requirement**

**The Provision of a Flight Programme and Engineering Management System**

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| Ref  | Requirement  |
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| **A**  | **General Requirements**  |
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| **A.1**  A 1.a  | **Scope of Requirement**  This is the Statement of Requirement (SoR) for the provision of a web-based application to support the planning and management requirements of Defence outputs across a variety of different aircraft and equipment types, to deliver an effective flying programme.  The planning and management process should be underpinned by a single application, which delivers functionality that will automate much of the planning function and deliver efficiencies in staff effort.  The current application has been in use since 2019, with the current contract due to expire in 31 Aug 2021.    |
| A.1.b  | The user shall be provided with an application that delivers functionality to manage Defence’s aviation and support activities and continues to deliver the efficiencies of the current system.  The required in service date is 1 Sep 2021.    |
| **A.2**  | **Definitions**  |
| A.2.a  | In addition to the definitions detailed in the Terms and Conditions of the Contract the following definitions shall also apply. Where the definitions below contrast to those detailed in the Terms and Conditions of the Contract then the definitions within the Terms and Conditions of the Contract shall take precedence.  |
|   | Definition  | Interpretation  |
|   | Contractor’s Personal Use  | Any use of MOD furnished property, facilities or equipment intended for the primary benefit of the Contractor or the Contractor’s Personnel which is contrary to the MOD’s interests is considered personal use.  |
|   | Contractor’s Personnel  | Any employees, including sub-contractors or other agents working on behalf of the Contractor, shall be deemed the Contractor’s Personnel.  |
|   | Designated Officer  | The Designated Officer is the MOD representative responsible for the Requirement and is as defined at Box 2 of DEFFORM 111 of this Contract.  |
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| **A.3**  | **Abbreviations and Acronyms**  |
| A.3.a  | In addition to the abbreviations and acronyms detailed in the Terms and Conditions of the Contract the following abbreviations and acronyms will be used.  |
|   | Abbreviation or Acronym  | Interpretation  |
|   | AOC  | Air Officer Commanding  |
|   | DO FAHE GASO JHC  JSP  | Designated Officer Foundation Application Hosting Environment Group Air Staff Orders  Joint Helicopter Command  Joint Service Publication  |
|   | MOD MODNETQAHE  QCC  RAF  | Ministry of Defence MO&DSD Operational/Development NetworkQuarantine Application Hosting Environment Qualification, Currencies, Competencies Royal Air Force  |
|   | OC  | Officer Commanding  |
|   | RAF STARS Stn  SoR SRO TMIS  UAD  | Royal Air Force Squadron Training Achievement Recording System  Station  Statement of Requirement  Senior Responsible Officer Training Management Information System  User Access Device   |
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| **A.4** | **References**  |  |
|   | In addition to the references detailed in the Terms and Conditions of the Contract the following references shall also apply as well as any subsequent revisions and amendments to the references. This list does not absolve the Contractor from conforming to any other relevant publications.  |
| A.4.a  |

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| Reference  | Version  | Source  |
| Data Protection Act 2018   | 2018 c. 12    | http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted    |
| DefStan 00-250 Part 3 Section 11 (Human Factors for designers of systems - Training)   | 1 dated 23/05/2008   | https://www.gov.uk/uk-defence-standardization    |
| DefStan 05-130 Part 3 (Aircraft Maintenance Training Organisations)   | 1 dated 01/04/2009   | https://www.gov.uk/uk-defence-standardization    |
| Government Security Classifications   | 1.1     | https://www.gov.uk/government/publications/government-security-classifications    |
| JSP 822 - Governance and Management of Defence Individual Training, Education and Skills   | 2.1   | https://www.gov.uk/government/publications/jsp-822-governance-and-management-of-defence-individual-training-education-and-skills   |
| JSP 886 - Defence Logistics Support Chain Manual   | 1.4   | https://www.gov.uk/government/collections/jsp-886-the-defence-logistics-support-chain   |
| HQ 1 Gp GASOs   | 4.0   | Available on request from Air Cmd.    |
| HQ 2 Gp GASOs    | 8.0    | Available on request from Air Cmd.    |
| JHC Flying Order Book   |    | Available on request from JHC.   |
| Maintenance Airworthiness Processes    | 5.0   | Available on request from Air Cmd.    |

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| A.4.b  | In addition to the references detailed in the Terms and Conditions of the Contract the following references shall also apply as well as any subsequent revisions and amendments to the references. This list does not absolve the Contractor from conforming to any other relevant publications.  |
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|  | **Processes and Related Taskings**  |  |   |
|   | The programme will implement the enabling changes necessary to create interconnected data, autonomously bringing together data from multiple sources, reducing manual user input and contributing to a more digitally optimised Air Force. In addition to the application the supplier needs to deliver a complete training programme to minimise the transition from the old STARS to the new Flight Programme and Engineering Management System and allow users to realise the full potential of the new application.    |
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| **A.5**  | **Site**  |
| A.5.a  | The supplier will work to the direction of the RAF Product Owner to inform the policy and programme plan for the development of the product. The supplier is to deliver a solution which is compatible with MOD delivered equipment (MODNET) and complies with all appropriate security and policy requirements. The supplier shall use its own equipment, where security requirements permit, and is expected to provide the services on such hours/days as required to meet any deadlines; as agreed between the supplier and the authority. The supplier shall provide the necessary resources to support the development of the service, including one or more specialists in the delivery of digital outcomes. The supplier must have the necessary office facilities to support their own off-site working.   |
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| **A.6**  | **Security**  |
| A.6.a  | The Contractor is to ensure that all their personnel have Security Check (SC) clearance. Where the Contractor’s Personnel does not have SC clearance that individual will not be allowed access to MOD facilities.  |
|  | All information related to or generated by this Contract is to be treated in the appropriate manner in accordance with Government Security Classifications. The classification of the material to be handled shall not exceed OFFICIAL-SENSITIVE in nature.  |
|  | All personal data processed under this Contract is to be treated in accordance with the Data Protection Act 2018.  |
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| **A.7**  | **Site Access**  |
| A.7.aA.7.b  | The Contractor is to ensure that all their personnel cleared to enter MOD establishments (minimum of SC) give at least 72 hours’ notice prior to entry. All visitors are to have read and understood Station Standing Order No. 26 – Security Orders.  |
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| **A.9** | **Safety and Environmental Provisions**  |
| A.9.a  | When on the Site the Contractor is to comply with all MOD Safety, Health and Environmental Protection regulations and policy.  |
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| **A.10**  | **Hours of Operation and Times of Delivery**  |
| A.10.a  | *All support services to the Site shall be delivered between the hours of 07:00 - 17:00 on weekdays with exception of recognised UK Bank Holidays and Public Holidays.*  |
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| **A.11**  | **Quality Assurance**  |
| A.11.a  A.11.b  | The team leader is responsible for carrying out the mandated requirements for Quality as detailed within [Joint Service Publication (JSP) 940 - MOD Policy for Quality](http://defenceintranet.diif.r.mil.uk/Reference/DINsJSPs/Pages/JSP940.aspx) Part 1: Directive.  The [Software Quality Management (SQM) guidance [132KB PDF]](http://aof.uwh.diif.r.mil.uk/aofcontent/tactical/quality/downloads/sqmg.pdf) is intended to provide supplementary quality management guidance and information to help address the differing needs or risks related to software acquisition and support.  |
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| **A.12**  | **Contract Monitoring**  |
| A.12.a  | For the purposes of contract monitoring, representatives of the Contractor will routinely report to the Designated Officer on the performance of the Contract. This will take place in formal quarterly meetings and continual engagement with the contractor when required.  |
| A.12.b  | The Contractor is responsible for the performance of the Contract by any sub-contractors or other agents working on behalf of the Contractor. The Contractor is to deal with any issues relating to any sub-contractors or other agents working on behalf of the Contractor, this however does not exclude sub-contractors or other agents working on behalf of the Contractor from attending any Contract Monitoring meeting or contributing to any report where it is appropriate for such sub-contractors or other agents to do so.  |
| A.12.c  | If any sub-contractors or other agents working on behalf of the Contractor are found unsuitable, for whatever reason, the Contractor is to engage with the relevant sub-contractors or other agents to broker a resolution.  |
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| **A.13**  | **Certification and Accreditation**  |
| A.13.a  | The Contractor will assure the application through the ISS Application Development Guide V1.13, at time of writing.  |
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| **B Deliverable Requirements** |   |   |   |
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| **Ref**  | **Requirement**  | **Additional Information**  | **Additional Clarification**  | **Standard of Performance**  |
| B.1  | IT Support - General |    |    |    |
| B.1.1  | Application must be capable of being hosted on a cloud environment up to OS. | This is the hosting environment within which users will access the application from MODNET and over the internet.  | The current service is ACE through Defence Digital as a Service Level 1 offering.    | Application must have all components of the software accessible throughMODNET and the internet.  |
| B1.2  | Needs to be an agile application that meets the changing requirements of the Defence Community  | Defence has to be reactive and respond to changing demands; the application supporting the outputs must support this.   |    | Software updates and delivery to be negotiated as each need arises, contractor to meet the agreed timeline.  |
| B.1.3  | Provide configurable permissions and editing scope to award and limit access to elements of the application.  | This is a vital component and allows the STARS Administrators to control access to the application.  |    | All user access to be restricted to the relevant permission group.   |
| **B.2** | **Scheduling** |    |    |    |
| B.2.1  | Provide a configurable graphical display to manage resources and events.  | The graphical schedule is the key component for managing resources  |    | All tasks visible and configurable by the user community, dependant on permission group.  |
| B.2.2 | The ability to create user defined views in the schedule.  User should be able to set up multiple views.  | Allows users to manage multiple resource types.  |    | Tailorable display to be available for all user groups.  |
| B.2.3 | The ability to highlight and track changes to the schedule.  This should be a user selected option.  | Allows users to identify changes to the schedule affecting their resources.  | This must be a user selection and can be turned on or off.  | Items with any changes made should be visible to the user community until acknowledged.   |
| B.2.4 | The ability to tailor the schedule to show only active tasks or events.  | Allows users to filter out resources not tasked.  |    | Users should only be presented with resources which have active tasks against them.  |
| B.2.5 | The ability to modify the schedule view to display a desired time period.    | Allows for planning and resource allocation over varying time periods.  |    | Users should be presented with a timescale which is relevant to the selection made.  |
| B.2.6 | The ability to modify the height of resource lines displayed in the schedule.  | Allow for greater information to be displayed on an event bar.  |    | Users should be presented with a row height which is relevant to the selection made.  |
| B.2.7 | The ability to change the sort order of resources displayed in the schedule.  | Allows the user to configure resources for better management and allocation.    | The application should provide defined sort fields.  | User should be able to sort resources based on defined criteria.  |
| B.2.8 | The ability to search the schedule for a specific event.  | Allows user to easily locate information.  |    | The event returned must correspond to the event that the user searched for.  |
| B.2.9 | The ability to manage the allocation of resources to events through the schedule, through different view types.    | Different view types will be tailored to suit specific needs.   |    | Users are able to view unpopulated tasks and add relevant resources to them.  |
| **B.3** | **Events** |    |    |    |
| B.3.1  | The application must have the ability to manage multiple event types and multiple resource types related to these events.    |    |    | Users should have access to and tailorable list of events and resources.  |
| B.3.2  | The ability to add resources to events through an event template.  | Allows for easier and tailored allocation of resources.  | Access to templates should be controlled and managed by system administrators.  | User templates should present the User with the relevant resource types linked to the task.  |
| B.3.3  | The ability to capture mandatory flying currencies through a flying task or simulator event task.  | Management of the flying task event is a key component of the software, capturing flying requirements is a key element within this.  | Must be configurable to the differing requirements of varied aircraft fleets.  | User’s currencies are captured and updated providing the User with a view of the relevant data.  |
| B.3.5  | The production of an authorisation sheet for a flying event, which must also be printable.    | Allows for electronic and more efficient authorisation.  |    | A printable authorisation sheet with all relevant flying information must be produced.   |
| B.3.6  | The ability to link external documents to an event type.   | Allows user to view additional information related to an event or task.  |    | Users are able to add reference documents from their file structure to events in the system.  |
| B.3.7  | The ability to link events together.  | Allows for better management of events.  |    | Users must be able to select multiple events and be provided with a visible indicator linking these events.  |
| B.3.8  | The ability to audit the changes made to an event.  | Allows the user to understand the history of changes linked to an event.  |  | Users must be able to view the key changes to an event.  |
| B.3.9  | Events must be colour coded dependent upon type and the state of the event.    | Allows the user to easily identify different types of events.  |    | Events colours must relate to the state of the task.    |
| **B.4** | **Booking System** |    |    |    |
| B.4.1  | The ability to manage bookings against a resource type.  | Allows the user community to manage resources which require booking.  | Should allow the user community to make bids for allocation of resources managed through the booking system.  | Users must be presented with a graphical ability to record resources booked against relevant events.  |
| B.4.2  | The ability to accept, reject and modify booking against a resource type  | Allows the User community to manage resources which require booking.  |    | The system should reflect the state of the booked resource in all cases.  |
| B.4.3  | The ability to store information related to the resource types used in the booking system.  | The booking system will manage various resource types which are pre-defined in the application.  |    | All information relevant to the booked resource must be available for the user to view.  |
| B.4.4  | The ability to filter the information displayed in the booking system based on filters.  | Provides the User with better, tailored view of their data.  |    | The User must be presented with the ability to filter information related to resource bookings.  |
| B.4.5  | The ability to filter the booking system display to show a selected time period.  | Allows the User to better manage bookings and resources.  |    | The User must be presented with the ability to select a defined time period.  The display must reflect the selected time period.    |
| B.4.6  | The ability to filter information in the booking system related to an organisational unit.  | Allows the User to better manage bookings and resources.  |    | The User must be presented with the ability to select bookings related to their own unit.  The display must reflect only bookings related to the unit selected.  |
| B.4.7  | The ability to generate statistics and reports against the resources managed through the booking system.  | Provides feedback on how resources are utilised.  | Users should be able to configure reports for time period and resources as a minimum.  | The report must contain information relevant to the time period and unit selected.  |
| **B.5** | **Qualifications, Currencies and Competencies (QCCs)** |    |    |    |
| B.5.1  | The ability to create and manage qualifications for assignment to individuals.  | This is a key component of the application and allows for the management of personnel.  |    | Users must be able to assign qualifications based on the user permission group.  |
| B.5.2  | The ability to user-define the validity period of QCCs.  | A validity period is the key to managing QCCs.  | Change to the validity period should update the qualification for all.  Some QCCs will not have an expiry date or validity period.   | The validity period of any QCC must reflect the period defined under the QCC definition.  Any change to the validity must allow the user to update the validity against Users.  |
| B.5.3  | The ability to vary the validity period of a QCC for a particular resource type.  | A qualification may have different validity period depending on the individual to whom it is allocated.  | Must be user-definable.  | The user’s validity must be relevant to a particular qualification or rating that the User holds.  User should be presented with the correct expiry and validity period based on this.  |
| B.5.4  | The ability to define whether a QCC is mandatory for a flying activity.  | Allows the supervisors to identify whether individuals have all mandatory requirements prior to undertaking a flying sortie.  | Must be user-definable.  | All QCCs must be viewable against these criteria.    |
| B.5.5  | Provision of a grid system, with user-defined selection, to display QCCs awarded against a population.  Must be colour-coded to show the state of the qualification.  | Allows user and supervisors to manage their personnel.  | Colour coding will provide a warning when the user is within set period close to the expiry date.    | Colour coding must reflect the validity defined against the QCC.   |
| B.5.6  | The ability to vary the time period at which the expiry warning for a QCC is triggered.  | Allows for the differing requirements of various QCCs.  | Must be user-definable.  | A visible indicator must be available to allow users to identify when a variation has been applied.  |
| B.5.7  | The ability to define a number of occurrences which must be completed prior to the QCC showing as "in-date"  | Allows for multiple skills to be linked to a qualification.  | Must be user-definable.  | QCCs definitions must have the ability to detail a number of occurrences to determine in-date.  Colour coding must reflect this definition.  |
| B.5.8  | The ability to group QCCs together in logical sets.  | Allows the user and supervisors tailored overview of their personnel's qualifications.    | The sets must be user-defined.  | Users must be able to tailor a set of qualifications and be provided with a view based on this tailored view.  |
| B.5.9  | The ability to manage the awarding and termination of QCCs.  | Allows User to award qualifications as they are achieved and expire.    |    | The colour coding of the QCC must relevant the date applied through this tool.  |
| B.5.10  | The ability to formally manage the allocation, awarding and authorising of qualifications through a sequenced system.    | Allows for the User community manage the allocation of QCCs when a requirement has been met.  | This must fully auditable and allow for electronic signature.  | The view of the User’s allocation must reflect the applied QCCs.  |
| **B.6** | **General Requirements.** |    |    |    |
| B.6.1  | The ability to create dictionaries of stored information which can be used to hold information specific to resources.  | All resources must be defined and held within the system.  | Resources should be grouped in to various resource types and the user must be able to add additional resources.  | All fields in the dictionary must be viewable and amendable by the system administrators.    |
| B.6.2  | The ability to set up mail groups to allow messages to be sent between organisational units. | Allows the User community to disseminate information related to resources managed in the application.  |    | Mail messages must be delivered as defined by the mail groups.  |
| B.6.3 | The ability to capture and display information related to the airfield state.   | Used across the application in the planning of flying tasks.  | Each unit must be able to configure information related to that unit.  | The airfield state must present and display the information entered by the user.  |
| B.6.4 | Provide a system to manage training courses allowing for course requirements to be captured against flying tasks   | Allows for planning, management and progression of formal flying training courses.   | Each unit should be able to capture specific training requirements relevant to their fleet.  | User should be presented with a colour-coded view indicating completion of requirements linked to the course.   |
| B.6.5 | The ability to produce tailored statistics against individuals or organisational units. | Allows user and supervisors to better manage resources.  |    | Reports must output only the data linked to the relevant user unit.  |
| B.6.6 | The ability to export events to a standalone version of the application installed on a laptop. | Allows Users without access to MODNETthe ability to manage their resources.  | Exported events should be defined by the user community.  | A completed export download is available to the user on completion of the task.  |
| B.6.7 | The ability to export data in document and spread sheet formats. | Allows Users to export data to manipulate in other applications.  | Data type and date range should be user selectable.  | User is presented with a report in the relevant format.  |

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