

23 October 2023

Dear Sir / Madam

Invitation to Tender Reference 709242451

1. Royal Navy, as part of Ministry of Defence are running a further tender competition for the Provision of Operational Information Management Support Services, under Crown Commercial Services framework RM6100 Lot 3b. You are invited to tender in accordance with the attached documentation.
2. The Statement of Requirements details what is required.
3. The Pricing Table details what prices are required. The total budget is £2,500,000.00 (excluding VAT) for 36 months. There will be 2 option periods of 12 months each.
4. Tenders will be evaluated in accordance with the Tender Evaluation Criteria. This details how tenders will be assessed, scored and compared, including assessment of the Commercial, Financial and Technical responses in all submitted tenders.
5. The resulting contract will be based on the framework Terms & Conditions, including the Draft Order Form. As this is not a negotiated procurement, the Terms & Conditions cannot be amended following contract award.
6. You may raise questions about the tender and the requirement via the CCS eSourcing Suite. The deadline for asking questions is 10:00 on 1 November 2023. Please note that any questions raised, and the answers provided, may be shared with other interested suppliers. Any questions about the Terms & Conditions must be raised during this period, as the terms cannot be amended following contract award.
7. You must submit your Tender via the CCS eSourcing Suite by 10:00 on 17 November 2023. You should allow sufficient time for submission as late tenders will not be accepted. Tender responses should answer all evaluation questions, include all completed documents and provide all requested prices.
8. The following documentation should be submitted:
 - A Tenderers Response Form providing answers to all evaluation questions, the prices and signed documents.
 - A completed Social Value Commitments Form.
 - A completed Pricing Table.

9. The anticipated date for the contract award decision is 24 November 2023. Please note that this is an indicative date and may change.

Yours faithfully

Angela Benneworth
Commercial Manager

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1. Glossary

| | |
|------------------------------------|--|
| Agent | means Crown Commercial Service |
| Authority or Contracting Authority | means the Secretary of State for Defence of the United Kingdom of Great Britain and Northern Ireland, (referred to in this document as "the Authority"), acting as part of the Crown – also known as Ministry of Defence |
| Contract | means the contractually-binding terms and conditions set out in this ITT to be entered into between the Authority and the successful Tenderer at the conclusion of this Procurement; |
| eSourcing Suite | means the online tender management and administration system used by the Authority; |
| Evaluation Score | means the score achieved by a Tender at the conclusion of the Evaluation process; |
| Regulations | means the Public Contracts Regulations 2015 (http://www.legislation.gov.uk/uksi/2015/102/contents/made) |
| Services | means the deliverables (goods and/or services) that may be provided by Suppliers, as set out in the Statement of Requirements/Specification; |
| Technical Evaluation | means the qualitative evaluation of a Tender undertaken during the Evaluation process; |
| Technical Score | means the score awarded to a Tenderer at the conclusion of the Technical Evaluation process; |
| Tender or Bid | means the Tenderer's formal offer in response to the Invitation to Tender; |
| Tender Submission Deadline | means the time and date set for the latest uploading of Tenders. |
| Tenderer or Supplier | means a framework supplier submitting a proposal to this Procurement; |
| You or Your | means mean the tenderers organisation, or the organisation the tenderers represent |
| We, Us or Ours | means the Authority or Ministry of Defence |

2. Introduction

2.1 This Procurement will establish a contract for the purchase of Services described in the Statement of Requirements/Specification.

2.2 The resulting Contract will be for 3 years with an option to extend for a further 2 years (1 + 1).

2.3 The maximum contract value is £2,500,000.00.

2.4 This resulting Contract will be between the successful Supplier and the Authority.

2.5 This tender is being conducted under the Crown Commercial Service Technology Services 3 Agreement (reference RM6100 - Lot 3b) and its Terms and Conditions will govern any resultant Contract.

2.6 Only those suppliers on the stated framework and lot can submit a tender in response to this requirement.

2.7 The Authority is managing this Procurement in accordance with the Public Contracts Regulations 2015.

3. Terms of Participation

3.1 You must comply with the rules in this Bid Pack and any other instructions given by us. You must also ensure members of your consortium (if relevant), group companies, subcontractors or advisers comply.

3.2 You may Submit one bid.

3.3 Your bid must remain valid for 90 days after the bid submission deadline.

3.4 You must submit your bid in English and through the eSourcing Suite only.

3.5 You are able to bid with named subcontractors to deliver parts of the requirements. You must tell us about any changes to subcontractors or you may be excluded from this competition.

3.6 We may make enquiries. For example, where you either submit a bid:

- In your own name and or as a subcontractor and or as a member of a consortium connected with a separate bid.
- In your own name which is similar to a separate bid from another bidder within your group of companies.

This is so we can be sure that your involvement doesn't cause:

- Potential or actual conflicts of interest.
- Supplier capacity problems.
- Restrictions or distortions in competition.

3.7 We may require you to amend or withdraw all or part of your bid if, in our reasonable opinion, any of the above issues have arisen or may arise.

3.8 Only you or, as applicable, your subcontractors (as set out in your bid) or consortium members (if relevant) can provide services through the contract.

3.9 You must not attempt to influence the contract award process. For example, you must not ever directly or indirectly:

- Collude with others over the content and submission of bids. However, you may work in good faith with a proposed partner, supplier, consortium member (if relevant) or provider of finance.
- Canvass our staff or advisors about this competition.
- Try to get information from any of our and/or Contracting Authority staff or advisors about another bidder or bid.

3.10 You must ensure that no conflicts of interest exist between you and us / Contracting Authority. If you do not tell us about a known conflict, we may exclude you from the competition. We may also exclude you if a conflict cannot be dealt with in any other way.

3.11 You must keep the contents of this Bid Pack confidential (including the fact that you have received it). This obligation does not apply to anything you have to do to submit a bid or comply with a legal obligation.

3.12 You must not publicise the deliverables or the award of any contract unless the Contracting Authority has given written consent. For example, you are not allowed to make statements to the media about any bid or its contents.

3.13 We reserve the right to:

- Waive or change the requirements of this Bid Pack without notice.
- Verify information, seek clarification or require evidence or further information about your bid
- Withdraw this Bid Pack at any time, or re-invite bids on the same or alternative basis.
- Choose not to award any contract or Lot as a result of the competition.
- Choose to award different Lots at different times.
- Make any changes to the timetable, structure or content of the competition.

3.14 We reserve the right to exclude you if:

- You submit a non-compliant bid.
- Your bid contains false or misleading information.
- You fail to tell us of any change in the contracting arrangements between bid submission and award.
- You fix or adjust any element of the Tender by agreement or arrangement with any other person.
- The change in the contracting arrangements would result in a breach of procurement law.

- For any other reason provided in this Bid Pack.
- For any reason set out in the Public Contracts Regulations 2015.

3.15 If a misrepresentation by you induces the Contracting Authority to enter into a contract with you, you may be excluded from bidding for contracts for three years, under regulation 57(8)(h)(i) of the PCR 2015 or sued by the Contracting Authority for damages, the Contracting Authority may rescind the contract under the Misrepresentation Act 1967.

3.16 If fraud, or fraudulent intent, can be proved, you may be prosecuted and convicted of the offence of fraud by false representation under s.2 of the Fraud Act 2006, which can carry a sentence of up to 10 years or a fine (or both).

3.17 If there is a conviction, then your organisation must be excluded from procurement for five years under reg. 57(1) of the PCR 2015 (subject to self-cleaning).

3.18 We will not pay your bid costs for any reason.

3.19 The Contracting Authority will not be liable:

- Where parts of the Bid Pack are not accurate, adequate or complete.
- For any written or verbal communications.

3.20 You must carry out your own due diligence and rely on your own enquiries.

3.21 This Bid Pack is not a commitment by the Contracting Authority to enter into a contract.

3.22 The Bid Pack remains our property. You must use the Bid Pack only for this competition.

3.23 You allow us to copy, amend and reproduce your bid so we can:

- Run the competition.
- Comply with law and guidance.
- Carry out our business.

3.24 Our advisors, subcontractors and other government bodies can use your bid for the same purposes.

3.25 We will not share any information from your bid which you have identified as being confidential or commercially sensitive with third parties, other than stakeholders in the competition. We may however share this information, but only in line with the Regulations, the Freedom of Information Act 2000 (FOIA) or any other law as applicable.

4. Further Competition Timetable

4.1 The timetable below are intended timelines but, for a range of reasons, dates can change. We will tell you if and when timelines change.

| Stage | Date and Time | Responsibility | Submit to: |
|---|------------------------------------|----------------|---------------------|
| Invitation to Tenderers Conference | Not Applicable to this procurement | | |
| Date for confirmation of attendance at Tenderers Conference | Not Applicable to this procurement | | |
| Final date for Clarification Questions | 10:00 1 November 2023 | Tenderers | CCS eSourcing Suite |
| Final Date for Requests for Extension to return date | 10:00 1 November 2023 | Tenderers | CCS eSourcing Suite |
| Authority issues Final Clarification Answers | 17:00 3 November 2023 | Authority | All Tenderers |

| | | | |
|-----------------------------|------------------------|-----------|---------------------|
| Tender Return | 10:00 17 November 2023 | Tenderers | CCS eSourcing Suite |
| Tender Evaluation Commences | 17 November 2023 | Authority | N/A |

5. **Completing and Submitting a Tender**

5.1 To participate in this competitive tendering exercise, Tenderers are required to submit a Tender which fully complies with the instructions in this Bid Pack.

5.2 Your bid must be made by the organisation that will be responsible for providing the deliverables if your bid is successful.

5.3 You must enter your bid into the e-Sourcing Suite. Only bids received through the e-Sourcing Suite will be accepted.

5.4 Make sure you answer every question. Each question must be answered in its own right. You must not answer any of the questions by cross referencing other questions or other materials e.g. reports located on your website.

5.5 Tenderers are strongly advised to read through all documentation first to ensure they understand how to submit a fully compliant Tender.

5.6 It is the Tenderer's responsibility to ensure that a fully compliant Tender is submitted.

5.7 Tenderers must ensure that they are using the latest versions of this document, as the documentation may be updated from time to time.

5.8 For technical guidance on how to complete questions and text fields, and how to upload any requested attachments please see CCS Supplier Guidance
<https://crowncommercialservice.bravosolution.co.uk/web/login.html>

5.9 Should any exclusions, assumptions, dependencies or caveats apply to your Tender or any of the goods and/or services that you would provide when delivering the requirements, these should be clearly indicated in the relevant areas of the Tender.

5.10 Submit your bid before the Bid Submission Deadline.

5.11 Press the Submit Response button when your bid is ready, otherwise we will not be able to see it.

6. **Questions and Clarifications**

6.1 If you have any questions you need to ask them as soon as possible after the procurement event is published as there is a deadline for submitting clarifications questions. This gives you the chance to check that you understand everything before you submit your bid.

6.2 You need to send your questions through the eSourcing Suite. This is the only way we can communicate with bidders. Ensure your question is specific and clear and does not include your identity. This is because we publish all the questions and our responses to all bidders.

6.3 If you feel that a particular question should not be published, you must tell us why when you ask the question. We will decide whether or not to publish the question and response.

6.4 You can ask us questions about the competition but please do not attempt to 'negotiate' the terms. All contract awards will be subject to the terms and conditions identified in this Tender.

6.5 The Authority reserves the right to contact Tenderers at any time for clarification on all or any part of their Tender during this Procurement and which is likely to require a prompt response.

7. Tender Evaluation Summary

7.1 The Tender evaluation will assess the Most Economically Advantageous Tender (MEAT) to The Authority based on the following calculation:

Highest Total Evaluation Score from the following evaluation elements:

Commercial Qualification – Pass/Fail only and not included in the total Evaluation Score.

Financial Price Score – Worth 20% of the total Evaluation Score.

Technical Quality Score – Worth 80% of the total Evaluation Score.

7.2 The Technical Score will be added to the Financial Score to determine the “Evaluation Score” for each Tenderer. This will be calculated on a Technical/Financial split of 80%/20%.

Example calculation, for information purposes only and based on financial score worth 50% and Technical score worth 50% - figures for this procurement may differ.

In this example, Tenderer B has the highest total evaluation score and is the winning tenderer.

| Tenderer | Technical Score (maximum 50) | Financial Score (maximum 50) | Evaluation Score (maximum 100) |
|------------|---------------------------------|---------------------------------|-----------------------------------|
| Tenderer A | 35 | 50 | 85 |
| Tenderer B | 45 | 45 | 90 |
| Tenderer C | 40 | 25 | 65 |

7.3 Any Tender which is considered non-compliant for any Commercial, Financial or Technical element or criteria will be excluded from the competition and not receive an Evaluation Score. If a tender is considered non-compliant in either the Commercial or Financial evaluations that tender may be excluded from the Technical evaluations and not receive any Technical scores or feedback.

7.4 Scores will be rounded to two decimal places.

7.5 In the event that multiple Tenderers achieve the exact same highest Evaluation Score, then the Tenderer with the lowest Total Price will be considered to be the Winning Tenderer. In the event that multiple Tenderers achieve the exact same highest Evaluation Score and have the exact same lowest Total Price, then The Authority reserves the right to request those, and only those, Tenderers to submit final and best Total Prices, with the lowest final and best Total Price considered to be the Winning Tenderer.

7.6 Tenderers must provide relevant answers and all requested documentation in response to all commercial qualification, financial and technical criteria/questions. Responses should remain as concise as possible and any supporting information should be relevant to the response. The answer to each criteria should be no more than the number of words detailed in the evaluation criteria table at 10.10.

7.7 Tenders will be evaluated based on the contents of their Tender response only. Tenderers should submit only one priced proposal. Technical Evaluation will be undertaken independently from Commercial and Financial Evaluations. Technical evaluators will have no knowledge of associated prices. Tenderers should ensure that there are no prices shown within any responses to, or supporting documents for, for technical criteria.

8. Commercial Qualification Evaluation Criteria

8.1 The Commercial Qualification Evaluation will assess if all tendering and contractual requirements have been provided.

8.2 A Tender will be considered non-compliant if:

- the Tender was not received by the due date and time.
- the full set of requirements cannot be delivered.
- any required delivery dates cannot be met.

- all Framework Terms & Conditions and have not been accepted.
- all required MOD Terms & Conditions and have not been accepted.
- any other required documentation was not submitted.
- any prices have been included in the technical responses and this is considered to have affected the evaluation process.
- the Social Value Commitments form does not include at least one commitment for each of the three Social Value criteria/themes.

8.3 The Authority reserves the right to undertake due diligence checks and/or financial health checks of Tenderers as part of the Commercial Evaluation. If any of these checks raises concerns around the Tenderer or If a Parent Company or Bank guarantee is requested and is not provided, The Authority will consider the Tenderer non-compliant. If these checks are undertaken on the Winning Supplier during the standstill period prior to formal contract award, the Authority reserves the right to award the Contract to the next best placed Supplier or to cancel or re-run the procurement.

9. Financial Price Evaluation Criteria

9.1 Tenderers are required to complete the Pricing Table.

9.2 The Financial Evaluation will assess the Total Price the Tenderer has offered to deliver all the requirements set out in the Statement of Requirements.

9.3 As the maximum duration for this contract is longer than 3 years, Variation of Price (VOP) will apply to prices for any services delivered after 3 years. Any prices stated for the Contract Periods 4 and 5 must be the same as the prices for Contract Period 1. Any VOP calculation will be made as necessary during the contract term.

9.4 Prices should be provided for each item listed in the Pricing Table (prior to any VOP adjustment). This shall be the total maximum cost for the provision of all services listed, as detailed in the Statement of Requirement, for the quantities quoted and for the full maximum duration of the requirement, including any optional services and/or periods (prior to any VOP adjustment). All prices submitted must be excluding VAT.

9.5 The Total Price figure that will be used in the evaluation of Tenders shall be the total figure that is calculated from the prices Tenderers have provided for each item listed in the Pricing Table (prior to any VOP adjustment), for the full maximum duration of the requirement, including any optional goods/services and periods.

9.6 Tenderers are notified that when the contract is in place, payments for goods and/or services will be made after the goods and/or services have been fully delivered. For example, payment for purchase of an item will be made after it has been delivered and installed or payment for annual maintenance of a piece of equipment will be made at the end of the contract year during which the maintenance was undertaken.

9.7 Where estimated Authority usage figures are shown on the Schedule of Requirements, the Total Price figure shall not be a guarantee of quantities required or payments to be made under any resulting Contract.

9.8 A Tender will be considered non-compliant if:

- the Total Price is greater than the total available funding of £2,500,000.00
- Annex A shows an incorrect Total Price as the Total Price calculation is above the available funding.
- the Tender does not indicate a Total Price.
- the Tender has not provided prices for all items in the Pricing Table.
- the Tender requires the Authority to provide additional resource (other than any identified in the Statement of Requirements), therefore the pricing does not cover all requirements.

9.9 The Tenderer with the lowest total price (provided the tender is fully compliant) shall be awarded the maximum Financial Score available. The remaining Tenderers shall be awarded a percentage of the maximum Financial Score available, based on their price relative to the lowest price submitted.

9.10 The calculation used is the following:

$$\frac{\text{Lowest Price from a compliant Tender}}{\text{Tenderers price}} \times \text{maximum Financial Score available}$$

Example calculation, for information purposes only and based on maximum Financial score of 50% and Technical score of 50% - figures for this procurement may differ.

| Tenderer | Price Submitted | Score Calculation | Maximum Score Available | Financial Score Awarded |
|-----------------|------------------------|-------------------------------|--------------------------------|--------------------------------|
| Tenderer A | £1,000 | $(£1,000 / £1,000) \times 50$ | 50 | 50 |
| Tenderer B | £1,100 | $(£1,000 / £1,100) \times 50$ | 50 | 45 |
| Tenderer C | £2,000 | $(£1,000 / £2,000) \times 50$ | 50 | 25 |

10. Technical Quality Evaluation Criteria

10.1 The Technical Evaluation will assess the Tender response to establish the level of confidence The Authority has that the Tenderer will be able meet and deliver all the requirements detailed in the Statement of Requirements.

10.2 The response to each criteria will be given points in accordance with the table below:

Criteria 1 to 12 will be scored in accordance with the following:

| 100 – High Confidence | 70 – Good Confidence | 30 – Moderate Confidence | 0 – Low Confidence |
|--|--|--|--|
| In The Authority's opinion the Tenderers response to the requirements or criteria being assessed: addresses and demonstrates a thorough understanding of all elements of the requirement or criteria, where applicable. | In The Authority's opinion the Tenderers response to the requirements or criteria being assessed: addresses and demonstrates a sufficient understanding of most of the requirement or criteria, where applicable. | In The Authority's opinion the Tenderers response to the requirements or criteria being assessed: addresses and demonstrates an understanding of some of the elements of the requirement or criteria, where applicable. | In The Authority's opinion the Tenderers response to the requirements or criteria being assessed: does not address or demonstrate an understanding of most or all of the requirement or criteria, where applicable. |
| provides a comprehensive, unambiguous and thorough explanation of how all of the requirement or criteria will be delivered, where applicable. | provides sufficient detail and explanation of how most of the requirement or criteria will be delivered, where applicable. | is weak in some areas and does not fully detail or explain how some elements of the requirement or criteria will be delivered, where applicable. | does not demonstrate the ability to deliver most or all of the requirement or criteria, where applicable. |
| details a thorough explanation of how the full volumes and timescales of the requirement or criteria will be met, where applicable. | shows sufficient ability to meet most of the volumes and timescales for the requirement or criteria, where applicable. | indicates that some of the volumes or timescales for the requirement or criteria will be met but may be lacking detail in some areas, where applicable. | does not show that most or all of the volumes or timescales of the requirement or criteria will be met, where applicable. |
| provides comprehensive details showing how all of the requirement or criteria will be managed with sufficient resource allocated and support provided for the full duration, where applicable. | provides sufficient information to show how most of the requirement or criteria will be managed with adequate resource allocated and support provided, where applicable. | provides details of how some of the requirement or criteria will be managed but leaves concerns about the resource and support provided, where applicable. | does not provide details of how most or all of the requirement or criteria will be managed or that the required resource and support will be provided, where applicable. |
| comprehensively details how the requirement or criteria will be assured and how all quality or standards expected will be met in full, where applicable. | sufficiently details how most of the requirement or criteria will be assured and quality or standards expected will be met, where applicable. | provides details of how some of the requirement or criteria will be assured but leaves doubt about quality or standards, where applicable. | does not demonstrate that most or all of the required standards or quality will be met, where applicable. |
| has comprehensively | has considered risks to | has considered risks to | has identified and |

| | | | |
|--|--|---|--|
| considered risks to delivery of the requirement or criteria and thoroughly explained how they will be eliminated or mitigated, where applicable. | delivery of the requirement or criteria and adequately indicated how most will be eliminated or mitigated, where applicable. | some of the requirement or criteria but leaves concerns that there are risks that have not been considered or may not be mitigated, where applicable. | addressed few or no risks to delivery, where applicable. |
|--|--|---|--|

10.3 The points achieved will be multiplied by the corresponding weighting to provide an overall criteria mark.

10.4 When the mark for each question has been determined they will be added together to provide a total mark for the Technical Evaluation.

10.5 The evaluators are considered to be Subject Matter Experts (SME) on the Statement of Requirements/Specification. If an individual criteria is evaluated by more than the one SME, The Authority will review the points allocated by the individual evaluators before facilitating a group consensus meeting. During the meeting, evaluators will discuss their independent points until they reach a consensus regarding the points that should be attributed to each Tenderers answer to the questions.

10.6 Evaluators will assess each question individually and will not be expected to search for answers. Where a Tenderers answer to any technical criteria question is covered within a separately attached document, the text answer to that criteria question must clearly indicate the relevant part of the supporting document in which the answer can be found. Any documents that have not been referenced will be discounted during evaluation.

10.7 Once all technical responses have been evaluated the individual marks attributed to each response, excluding any pass/fail criteria, will be added together to provide a total Technical Mark.

10.8 A Tender will be considered non-compliant if:

- the Tender receives a fail on any pass/fail criteria.
- the Tenderer has self-certified that that they cannot meet any of individual pass/fail criteria.
- the Tender receives points which are below the threshold set for any individual criteria.
- the Tender receives a score of 0 on more than one of the three social value MAC criteria.

10.9 Tenderers 'Technical Score' shall be calculated as a percentage of the maximum Technical Score available, based of the total Technical Marks received.

The calculation used is the following:

$$\frac{\text{Tenderers Total Marks}}{\text{Total Marks Available}} \times \text{maximum Technical Score available}$$

Example calculation, for information purposes only and based on maximum Financial score of 50% and Technical score of 50% - figures for this procurement may differ.

| Tenderer | Total Marks | Score Calculation | Maximum Score Available | Technical Score Awarded |
|------------|-------------|------------------------|-------------------------|-------------------------|
| Tenderer A | 70 | $(70 / 100) \times 50$ | 50 | 35 |
| Tenderer B | 90 | $(90 / 100) \times 50$ | 50 | 45 |
| Tenderer C | 80 | $(80 / 100) \times 50$ | 50 | 40 |

10.10 The Technical evaluation questions/criteria that Tenderers should address within their Tender are:

| Figure | Criteria | Points Available | Minimum Threshold | Weight | Mark Available | Word Count |
|--------|--|------------------|-------------------|--------|----------------|------------|
| 1 | Explain your approach and method - how the solution meets our requirement. | 0, 30, 70 or 100 | 30 | 10% | 10 | 200 |
| 2 | Explain your service structure and how it will meet the service level requirements and deliver | 0, 30, 70 or 100 | 30 | 10% | 10 | 200 |

| Figure | Criteria | Points Available | Minimum Threshold | Weight | Mark Available | Word Count |
|--------|--|------------------|-------------------|--------|----------------|------------|
| | the relevant skills and experience. | | | | | |
| 3 | Demonstrate experience delivering the service requirements described in Output 1 'Development and deployment of deployed SharePoint services'. | 0, 30, 70 or 100 | 70 | 10% | 10 | 200 |
| 4 | Demonstrate experience delivering the service requirements described in Output 2 'Provide Information Management support for transition between fixed and afloat IM domains'. | 0, 30, 70 or 100 | 70 | 10% | 10 | 200 |
| 5 | Demonstrate experience delivering the service requirements described in Output 3 'Modification of the Defence File Plan (DFP) to improve Information Management within all Navy FLC environments'. | 0, 30, 70 or 100 | 70 | 10% | 10 | 200 |
| 6 | Demonstrate experience delivering the service requirements described in Output 4 'Co-Ordinate ND IM services to optimise support/assurance to RN IM cadre and support the wider MOD IM community'. | 0, 30, 70 or 100 | 70 | 10% | 10 | 200 |
| 7 | Demonstrate experience delivering the service requirements described in Output 5 'Provide focused SME support to the full revision and reissue of BRd 7747 (Maritime Operational Information Handbook)'. | 0, 30, 70 or 100 | 70 | 10% | 10 | 200 |
| 8 | Demonstrate experience delivering the service requirements described in Output 6 'Support and provide continuous deployed SME IM input into BRd7747 (Maritime Operational Information Handbook) to ensure ongoing relevance and compliance'. | 0, 30, 70 or 100 | 70 | 10% | 10 | 200 |
| 9 | Explain your how your service represents value for money. | 0, 30, 70 or 100 | 30 | 10% | 10 | 200 |
| 10 | MAC 3.1: Explain how you will create a diverse supply chain to deliver the contract including new businesses and entrepreneurs, start-ups, SMEs, VCSEs and mutuals. | 0, 30, 70 or 100 | 30 | 2.5% | 2.5 | 150 |
| 11 | MAC 4.2 Explain how you will Influence staff, suppliers, customers and communities | 0, 30, 70 or 100 | 30 | 2.5% | 2.5 | 150 |

| Figure | Criteria | Points Available | Minimum Threshold | Weight | Mark Available | Word Count |
|--------|---|------------------|-------------------|--------|----------------|------------|
| | through the delivery of the contract to support environmental protection and improvement. | | | | | |
| 12 | MAC 6.1 Explain how you will demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce | 0, 30, 70 or 100 | 30 | 5% | 5 | 200 |
| | | | | 100% | 100 | 2300 |

10.11 Social Value Overview (for criteria 10-12)

Social value has a lasting impact on individuals, communities, and the environment. Government has a huge opportunity and responsibility to maximise benefits effectively and comprehensively through its commercial activity. It cannot afford not to. A missed opportunity to deliver social value may lead to costs that the taxpayer has to absorb elsewhere through public procurement.

A competitive and diverse supply landscape can help to deliver innovation in public services, manage risk and provide greater value for taxpayers' money.

As a result, the Social Value Model (SVM) has been created which details 5 Themes, 8 Policy Outcomes and 24 Model Award Criteria (MACs). The SVM MACs are questions which relate to Social Value. The use of the SVM is mandatory in all central government procurements using Public Contracts Regulations (PCR) 2015 and Defence and Security Public Contracts Regulations (DSPCR) 2011 above financial threshold and exempt procurements.

Defence is focusing on three, out of the five, priority Social Value themes that are most relevant for Defence:

- Tackling economic inequality.
- Fighting climate change; and
- Equal opportunity.

The Social Value Scoring Criteria is listed below. Please use this and the information provided within the SVM to compile your responses to the SVM MAC and Model Evaluation Question (MEQ) asked. In compiling your answer, please refer to the SVM Quick Reference Table. Under Model Response Guidance for tenderers and evaluators examples of types of evidence the tender evaluators are looking for can be found.

Alongside the Example Reporting Metrics, Social Value Key Performance Indicators (KPIs) may be used within this contract. KPIs will be generated from the Tenderer's social value response it is therefore important that measurable commits are included in the response (both commitments against the reporting metrics and other metrics as may be appropriate. KPIs may be agreed between the parties and included in the contract at Contract Award.

The aim of the following SVM MACs is to understand the Tenderers Social Value Commitment that this procurement programme will provide within the geographical location(s) that is will be delivered from.

In your written response you should provide convincing arguments, including suitable evidence, of What your understanding of Social Value is, in relation to this procurement, and How you will instil confidence in the Authority in your ability to deliver against the Social Value requirements for this procurement.

A list of some of the key response documents that the Authority would expect you to provide are provided below. However, within the overall limit of pages you should supplement your written submission with other documents you consider will build confidence in your ability to maximise Social Value Commitments.

From the information that you provide, the evaluators will assess, qualitatively, your response, based on the information that you provide within your tender response.

Alongside their Commitments against the reporting metrics, the successful Tenderer's method statement will form the basis of Key Performance Indicators and jointly managed throughout the life of the contract.

The Tenderers must ensure that they answer the SVM MACs asked. Any additional information which is not specific to the contract being procured will not be considered.

The Tenderers responses are to set out the additional Social Value benefits that they will deliver against the Policy Outcomes for this procurement. It is not sufficient to only reference/use to their Corporate Social Responsibility (CSR) and or Environmental, Social and Governance (ESG) documents.

Using the maximum words as detailed in the Technical evaluation questions/criteria at 10.10, describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Award Criteria. Please include:

- your 'Method Statement,' stating how you will achieve this and how your commitment meets the SVM Model Award Criteria (MAC), and
- a timed project plan and process, including how you will implement your commitment and by when
- how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:
 - timed action plan
 - use of metrics
 - tools/processes used to gather data
 - reporting
 - feedback and improvement
 - transparency
- how you will influence your: staff, supply chains, 3rd party suppliers, customers, and communities through the delivery of the contract to support the Policy Outcome, e.g., engagement, co-design/creation, training, and education, partnering/collaborating, volunteering.

In complying your answer, please refer to the Social Value Model Quick Reference Table, under Model Response Guidance for tenderers and evaluators for examples of types of evidence the tender evaluators are looking for: The written submission should be in 11pt Arial to meet the response requirement.

For this procurement, the following SVM MAC have been selected as being appropriate.

| Model Award Criteria | Model Response Guidance for tenderers and evaluators <i>The award criteria (left) and sub-criteria (below) will be used to evaluate the response</i> | Example Reporting Metrics <i>(proposals to be included in tender response)</i> |
|---|---|---|
| Theme 2: Tackling economic inequality: Policy Outcome: Increase supply chain resilience and capacity | | |
| <p>MAC 3.1: Create a diverse supply chain to deliver the contract including new businesses and entrepreneurs, start-ups, SMEs, VCSEs and mutuals.</p> | <p>Activities that demonstrate and describe the tenderer's existing or planned:</p> <ul style="list-style-type: none"> • Understanding of the types of businesses in the market and the level of participation by new businesses, entrepreneurs, start-ups, SMEs, VCSEs and mutuals. • Activities to identify opportunities to open sub-contracting under the contract to a diverse range of businesses, including new businesses, entrepreneurs, start-ups, SMEs, VCSEs and mutuals. • Plans for engaging a diverse range of businesses in engagement activities prior to appointing supply chain members (including activities prior to award of the main contract and during the contract term). • Activities that demonstrate a collaborative way to work with a diverse range of businesses as part of the supply chain. <p>Illustrative examples: co-design and co-creation of services; collaborative performance management; appropriate commercial arrangements; inclusive working methods; and use of inclusive technology.</p> <ul style="list-style-type: none"> • Advertising of supply chain opportunities openly and to ensure they are accessible to a diverse range of businesses, including advertising sub-contracting opportunities on Contracts Finder. • Ensuring accessibility for disabled business owners and employees. • Structuring of the supply chain selection process in a way that ensures fairness (e.g. anti-corruption) and encourages participation by a diverse range of businesses, including with regard to new businesses, entrepreneurs, start-ups, SMEs, VCSEs and mutuals. | <p>For each of start-ups, SMEs, VCSEs, mutuals</p> <ul style="list-style-type: none"> ■ The number of contract opportunities awarded under the contract, and value. ■ Total spend under the contract, as a percentage of the overall contract spend. <p>Number/Percentage of supply chain opportunities advertised in an accessible media</p> |

Theme 3: Fighting Climate Change: Policy Outcome: Effective stewardship of the environment

MAC 4.2 Influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement.

Activities that demonstrate and describe the tenderer's existing or planned:

- Understanding of how to influence staff, suppliers, customers, communities and/or any other appropriate stakeholders through the delivery of the contract to support environmental protection and improvement.
- Activities to reconnect people with the environment and increase awareness of ways to protect and enhance it.

Illustrative examples:

- Engagement to raise awareness of the benefits of the environmental opportunities identified. ○ Co-design/creation. Working collaboratively to devise and deliver solutions to support environmental objectives.
- Training and education. Influencing behaviour to reduce waste and use resources more efficiently in the performance of the contract.
- Partnering/collaborating in engaging with the community in relation to the performance of the contract, to support environmental objectives.
- Volunteering opportunities for the contract workforce, e.g. undertaking activities that encourage direct positive impact.

Number of people-hours spent protecting and improving the environment under the contract.

Theme 4: Equal opportunity: Policy Outcome: Tackle workforce inequality

MAC 6.1 Demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce

Activities that demonstrate and describe the tenderer's existing or planned:

- Understanding of the issues affecting inequality in employment, skills and pay in the market, industry or sector relevant to the contract, and in the tenderer's own organisation and those of its key sub-contractors.
- Measures to tackle inequality in employment, skills and pay in the contract workforce. Illustrative examples:
 - Inclusive and accessible recruitment practices, and retention-focussed activities.
 - Offering a range of quality opportunities with routes of progression if appropriate, e.g. T Level industry placements, students supported into higher level apprenticeships.
 - Working conditions which promote an inclusive working environment and promote retention and progression.
 - Demonstrating how working conditions promote an inclusive working environment and promote retention and progression.
 - A time-bound action plan informed by monitoring to ensure employers have a workforce that proportionately reflects the diversity of the communities in which they operate, at every level.
 - Including multiple women, or others with protected characteristics, in shortlists for recruitment and promotions.
 - Using skill-based assessment tasks in recruitment.
 - Using structured interviews for recruitment and promotions.
 - Introducing transparency to promotion, pay and reward processes.
 - Positive action schemes in place to address under-representation in certain pay grades.
 - Jobs at all levels open to flexible working from day one for all workers.
 - Collection and publication of retention rates, e.g. for pregnant women and new mothers, or for others with protected characteristics.
 - Regular equal pay audits conducted

Total number/percentage of full-time equivalent (FTE) people from groups under-represented in the workforce employed under the contract, as a proportion of the total FTE contract workforce

Total number/percentage of people from groups under-represented in the workforce on apprenticeship schemes / other training schemes under the contract, as a proportion of the all people on apprenticeship schemes/ other training schemes within the contract workforce

Further Social Value Guidance can be found:

- a) Social Value Model (SVM), Government Commercial Function, Edition 1.1 – 3 Dec 20
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940827/Guide-to-using-the-Social-Value-Model-Edn-1.1-3-Dec-20.pdf
- b) Guide to Using the Social Value Model, Government Commercial Function, Edition 1.1 – 3 Dec 20
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940826/Social-Value-Model-Edn-1.1-3-Dec-20.pdf
- c) Social Value Model Quick Reference Table, Government Commercial Function, Edition 1.1 – 3 Dec 20
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940828/Social-Value-Model-Quick-Reference-Table-Edn-1.1-3-Dec-20.pdf

11. Award Decision

11.1 Following evaluation of Tenders in accordance with the evaluation process set out in this ITT, the Tenderer which offers the most economically advantageous Tender may be awarded a Contract.

11.2 The Tender which receives the highest Evaluation Score, which is calculated as the highest combined Technical Evaluation Score and Financial Evaluation Score (provided the tender is considered fully compliant in all evaluation areas) shall be considered the most economically advantageous Tender.

12. Other Information

12.1 Save as set out in PPN 01/22, the Authority will not be accepting Tenders that:

- a. contain any Russian/Belarusian products and / or services; and/or
- b. are linked to entities who are constituted or organised under the law of Russia or Belarus, or under the control (full or partial) of a Russian/Belarusian person or entity. Please note that this does not include companies:
 - (1) registered in the UK or in a country with which the UK has a relevant international agreement with reciprocal rights of access in the relevant field of public procurement; and / or
 - (2) which have significant business operations in the UK or in a country the UK has a relevant international agreement with reciprocal rights of access in the relevant field of public procurement.

12.2 Tenderers must confirm in writing that their Tender, including any element that may be provided by any part of the Contractor's supply chain, does not contain any Russian/Belarusian products and/or services.

12.3 Tenderers must include provisions equivalent to those set out in this clause in all relevant Sub-Contracting Arrangements.

Variation of Price (VOP)

All Prices for goods and/or services with delivery dates in Contract Years 1, 2 or 3 are firm prices which are not subject to any adjustment.

All Prices for goods and/or services with delivery dates in Contract option years 1 and 2 are firm prices which shall be the subject to a VOP adjustment in accordance with the following calculation:

$$V = P (a+b(O_i/O_0)) - P$$

where;

P is the firm price for goods and/or services delivered in Contract Year 1

a is 0.1, which is the non-variable element of prices

b is 0.9, which is the variable element of prices

O_i is the 12-month index average for the four quarters prior to the quarter in which the variation calculation is being made

O₀ is the 12-month index average for the four quarters prior to the quarter in which the contract commenced

Prior to any VOP adjustment, the prices for goods and/or services with delivery dates in Contract option years 1 and 2 shall be the same as the prices stated for those goods and/or services in Contract Year 1.

VOP adjustments shall be made on the VOP Review Date and the new prices, calculated in accordance with above, shall be incorporated into the contract through a formal contract amendment. The new prices shall remain in place for 12 months until any subsequent adjustment is made at the next VOP Review Date.

When a VOP adjustment calculation is made, the Contractor shall be obliged to provide the goods and/or services at the prices calculated.

VOP will also apply to any optional requirements or years, should those optional requirements or option years have delivery dates in Contract option years 1 and 2. Any optional requirements or periods with delivery dates in Contract Periods 1, 2 or 3 shall be at the firm prices.

The Index to be used for the VOP calculation shall be the "Top Level SPPI, Sections H to U excl. Section K" produced by the Office of National Statistics. This takes precedent over any reference to indices in the Framework with regard VOP.

Contract Documents

Any contract resulting from this tender will be formed from the CCS Framework Order Form, Terms & Conditions and associated Schedules, including the Statement of Requirements and Pricing Table, incorporating prices submitted by the Winning Tenderer.

If, following the contract award decision, the Winning Tenderer does not agree to the Contract terms (when the Contract has been drafted in accordance with the terms and information provided in this tender), the Authority reserves the right to terminate that contract award decision and award the Contract to the next best placed Tenderer or to cancel or re-run the procurement.

If the Winning Tenderer enters into the contract but is unable to deliver the requirements, the Authority reserves the right to terminate that Contract and award the Contract to the next best placed Tenderer or to cancel or re-run the procurement.

IR35

IR35 off payroll working rules are not expected to apply to this requirement as this is considered to be a fully outsourced service.

Modern Slavery

A Modern Slavery Assessment has been raised and the risk is considered to be Very Low.

Cyber Risk

A Cyber Risk Assessment has been raised and the profile is Not Applicable. The reference is RAR-832831256.

A Supplier Assurance Questionnaire does not need to be completed.

Statement of Requirements/Specification

PROVISION OF TECHNICAL SERVICES TO DELIVER OPERATIONAL INFORMATION MANAGEMENT (OPIM) FOR NAVY FRONT LINE COMMAND (FLC), SHIPS, SUBMARINES AND FRONT-LINE UNITS.

Introduction

NAVY DIGITAL (ND) MCSU (Maritime C5ISR Support Unit) requires the provision of Technical Services to deliver all aspects of Operational Information Management (OPIM) for Navy Front Line Command (FLC), RM, Ships, Submarines and front-line units. This service will ensure the availability of data and continued adherence to key HMG and MOD policies for information management, information security and data protection. This service covers all maritime command and control systems at Official Sensitive (OS) and Secret (S). Without this service Navy FLC, ships, submarines and front-line units will not be able to access the information required to operate. As a result, the risk of breaches in information security and, data protection rules and policies are heightened.

This requirement is for a service to deliver the outcome and outputs below for a minimum of 36 months to ensure delivery of outputs in support of the Navy Digital and Data Plan outcomes.

SOW deliverables Background

Navy Command Operational Information Management (OPIM) is to be provided as a specialist technical support service. This service is to ensure that the necessary data required to operate Navy Front Line Command (FLC), ships, submarines and front-line units is available to all Users. The data held on Navy FLC MoD/NATO/OpNET Hub/Coalition hosted operational maritime OFFICIAL SENSITIVE and SECRET IT and C2 systems in ships, submarines, Commando and Aviation units is managed in a secure and compliant way meeting the Data Protection (2018) and Public Records (1958) Acts. Also, compliant with HMG/MoD Information and IT Security Policy and Regulations, as laid down in JSP440, JSP 441, BRd 7747. Additionally, to comply with HMG Policy direction that Departments will achieve and maintain compliance with the National Institute of Standards and Technology (NIST) Cyber Security Framework (CSF) Level 3 requirements.

The service needs to be able to provide/deliver support, at the point of need, to ships and frontline units deployed on operations in any part of the world and if necessary, provide the services outside of normal office hours.

SOW Deliverables – Description

The following detail has been structured to ensure all areas are covered in sufficient detail to enable the reader to understand the technical requirements of Operational Information Management expected by MCSU and Navy Digital. These are represented by header high level outputs followed by specific activities required to achieve those outputs.

1. Output 1: Development and delivery of deployed SharePoint services and the improvement of processes to support on-going Data Migration initiatives.
2. Output 2: Provide Information Management support for transition (both ways) between fixed and afloat IM domains, including Team site builds for all current and future systems.
3. Output 3: Modification of the Defence File Plan (DFP) to improve Information Management within all Navy FLC environments. Support ND IM policy and projects regarding standard operating procedures (SOPs), ways of working, processes, and best practice.

4. **Output 4:** Co-Ordinate ND IM services to optimise support and assurance to RN IM community including support the wider MOD IM community to ensure full engagement with Joint MOD requirements. To support MCSU in all working groups, workshops and engage with Defence Digital/ RAF/Army Cyber and Information Systems Operating Centre (CylSOC) to coordinate the any joint Ops for which Navy FLC is lead.
5. **Output 5:** Provide focused subject matter expertise (SME) support to the full revision and reissue of BRd 7747 (Maritime Operational Information Handbook).
6. **Output 6:** Support and provide continuous deployed SME IM input into BRd7747 (Maritime Operational Information Handbook) to ensure ongoing relevance and compliance.
7. **Output 7:** Provide support to interoperability Information management and sharing between legacy, current and future capabilities. Work with LC2, OpNET L3/4 teams and other legacy systems to ensure interoperability solutions have IM support and can be implemented across Navy FLC interests.
8. **Output 8:** Develop and administer the Navy FLC OpNET HUB, create and collapse site collections as required for operations: Single Service Site collection site administrators on the OpNET Hub, provision of new Front Line Command sites for L2/L1 areas, create limited areas and managed access control, provide support to L2/L1 for SharePoint fault resolution, site closure when FLC/unit site no longer required.

Outputs in detail

1.1 In order to deliver '**Output 1: Development and delivery of deployed SharePoint services and the improvement of processes to support on-going Data Migration initiatives.**', the following activities will need to be conducted in Table 1:

Table 1 – Output 1 delivery

| REF | DESCRIPTION |
|-------|--|
| 1.1.1 | Build Navy FLC team sites in both the maritime environment and the MMPC to comply with MOD policy, existing SOPs, and maritime site standards. |
| 1.1.2 | Troubleshoot IM/IX infrastructure |
| 1.1.3 | Provide SharePoint IX support for the afloat IM lifecycle |
| 1.1.4 | Act as a focal point for IM and SharePoint related issues for the afloat domain (Remedy process). |
| 1.1.5 | Provide information management and exploitation guidance and support to information professionals. |

1.2 In order to deliver '**Output 2: Provide Information Management support for transition (both ways) between fixed and afloat IM domains, including Team site builds for all current and future systems**', the following will need to be conducted in Table 2.

Table 2 – Output 2 delivery

| Ref | Description |
|-------|---|
| 1.2.1 | Support the migration process for platforms moving between fixed and afloat domain in accordance with the migration strategy. |
| 1.2.2 | Remove data from decommissioning vessels and archive to NHB |

1.3 In order to deliver '**Output 3: Modification of the Defence File Plan (DFP) to improve Information Management within all Navy FLC environments. Support ND IM policy and projects regarding SOPs, ways of working, processes, and best practice.**', the following will need to be conducted in Table 3:

Table 3 – Output 3 delivery

| Ref | Description |
|-------|---|
| REF | DESCRIPTION |
| 1.3.1 | Maintain an awareness of current CIS technology to develop and advise on new ways of working iaw MOD Information Management Policy. |
| 1.3.2 | Maintain OPIM Instructions and SOPs for all business processes with Lessons Identified (LIs). |
| 1.3.3 | Support Navy Command with trials, testing and development for ND IS/IM related projects. |

1.4 In order to deliver ‘**Output 4: Co-Ordinate ND IM services to optimise support/assurance to RN IM cadre and support the wider MOD IM community to ensure full engagement with Joint/MOD requirements. Support MCSU in all working groups, workshops and engage with DD/ Air/Army CyISOCs to coordinate the any joint Ops for which Navy FLC is lead**’, the following will need to be conducted in Table 4.

Table 4 – Output 4 delivery

| REF | DESCRIPTION |
|-------|--|
| 1.4.1 | Co-Ordinate tasking of OP IM services for all areas of OPIM deliverables. |
| 1.4.2 | Maintain OP IM Remedy database to provide accurate indication of current activity and record completed support activities |
| 1.4.3 | Oversee OP IM service QC/QA compliance activities including audits |
| 1.4.4 | Provide OP IM update reports/briefs to MCSU and ND IM management as required |
| 1.4.5 | Review all IM Training Eval issues raised via S3018 process |
| 1.4.6 | Provide OP IM service support to senior ND stakeholders regarding future CIS technologies and developing associated support policies |
| 1.4.7 | Assist optimisation of IM support by providing ‘surge activity’ cover in periods of high activity for the OP IM service |
| 1.4.8 | Action any Joint Navy FLC nominated Op/ex IM hub and node requirements |

1.5 In order to deliver ‘**Output 5: Provide focused SME support to the full revision and reissue of BRd 7747 (Maritime Operational Information Handbook).**’, the following will need to be conducted in Table 5.

Table 5 – Output 5 delivery

| REF | DESCRIPTION |
|-------|--|
| 1.5.1 | Rewrite and Issue BR(d) 7747 – ‘Maritime Operational Information Handbook’ |
| 1.5.2 | In consultation with relevant SMEs, scrub the current BR(d) 7747, review material, delete redundant/obsolete guidance. |
| 1.5.3 | Capture current guidance (e.g. OPNET) and operational IM ways of working |
| 1.5.4 | Test content of revised Book of Reference before reissue. |

1.6 In order to deliver ‘**Output 6: Support and provide continuous deployed SME IM input into BRd7747 (Maritime Operational Information Handbook) to ensure ongoing relevance and compliance.**’, the following will need to be conducted in Table 6.

Table 6 – Output 6 delivery

| REF | DESCRIPTION |
|-------|---|
| 1.6.1 | Attend monthly working groups. |
| 1.6.2 | Attend weekly meetings. |
| 1.6.3 | Provide IM SME input and feedback on direction to OIC SysS. |
| 1.6.4 | Test content of revised Book of Reference before reissue. |

1.7 In order to deliver **Output 7: Provide support to interoperability Information management and sharing between legacy, current and future capabilities. Work with LC2, OpNET L3/4 teams and other legacy systems to ensure interoperability solutions have IM support and can be implemented across Navy FLC interests.**, the following will need to be conducted in Table 7.

Table 7 – Output 7 delivery

| REF | DESCRIPTION |
|-------|--|
| 1.7.1 | Attend monthly interop working groups. |
| 1.7.2 | Respond to Remedy tickets and investigate IM interop issue. |
| 1.7.3 | Test changes to software/system versions for impact on IM interop. |

1.8 In order to deliver **‘Output 8: Develop and administer the Navy FLC OpNET HUB, create and collapse site collections as required for operations: Single Service Site collection site administrators on the OpNET Hub, provision of new Front Line Command sites for L2/L1 areas, create limited areas and managed access control, provide support to L2/L1 for SharePoint fault resolution, site collapse when FLC/unit site no longer required. Work to be conducted i.a.w. DPS-OPN-EPR-2022-0162 OpNET SharePoint,** the following will need to be conducted in Table 8.

Table 8 – Output 8 delivery

| REF | DESCRIPTION |
|-------|---|
| 1.8.1 | Provision of new FLC sites for L2/L1 areas. |
| 1.8.2 | Create limited areas and manged access control. |
| 1.8.3 | Provide support to L2/L1 for SharePoint fault resolution. |
| 1.8.4 | Site closure when FLC site no longer required. |

Timescales

The requirement of this contract will start on 1 January 2024 and run for 36 months at a cost of £2.5M Ex VAT which includes £150K travel and subsistence. This requirement will need the option to extend by 24 months on a 1+1 basis subject to further approvals.

Location

The majority of effort to deliver Op IM tasking is expected to be completed at either MCSU (Portsmouth Technology Park (PTP), Portsmouth), all UK HM Naval Bases or deployed on operational mobile units.

All Travel and Subsistence (T&S) expenses must comply with the MoD T&S Policy.

Governance

Weekly – Weekly report on task and progress, monthly report will be required detailing all service levels met. Quarterly meetings to be held between the supplier and The Authority via Team, to discuss any ongoing issues

Monthly - Monthly OpNET IDLOD meetings, monthly Navy Digital IM meeting.

Bi-Annually – Bi-Annual Performance Review with requirement owner to capture Risks and Issues in Microsoft Project Online (under Navy Portfolio) and review progress towards delivery and performance against stated KPIs (Key Performance Indicators) and forward look to set priorities and tasks for the following year.

Acceptance

The supplier must conduct an initial onboarding meeting and generate a plan that includes a schedule of works and a resource delivery plan and timeline within 2 weeks of the start of the contract.

Performance Management

The KPIs below are aligned to delivery of the stated Outcomes for the requirement and performance. The performance against the KPIs will be assessed in line with the review frequency associated with that KPI and performance score allocated in line with the metric stated. The overall service delivery performance will be assessed at the Bi-Annual Performance Review and evidence drawn from the performance against KPIs.

| | |
|---|---|
| KPI 1 (Output 1) | Op IM |
| KPI Description: | The percentage of Remedy tickets and service requests for IM support responded to within 2 working days of on them being received on Remedy |
| Frequency | Monthly |
| KPI Performance Thresholds: | |
| 'Good' (Contractual Target): | 100% |
| 'Approaching target' threshold: | 98-99% |
| 'Requires Improvement' threshold: | 95-97% |
| 'Inadequate' threshold: | Under 95% |
| Buyer Redress for failure to provide services at or above service levels. | Withhold 5% of payment due, in the month failure is assessed, if the service level is assessed as 'inadequate service level' or below. |

| | |
|------------------------------|--|
| KPI 2 (Output 1) | Op IM |
| KPI Description: | The percentage of successful migrations; Ship to Shore or Ship/RM unit to OpNET migrations and templates produced to OpNET programme schedule. |
| Frequency | Monthly |
| KPI Performance Thresholds: | |
| 'Good' (Contractual Target): | 100% |

| | |
|---|--|
| 'Approaching target' threshold: | 98-99% |
| 'Requires Improvement' threshold: | 95-97% |
| 'Inadequate' threshold: | Under 95% |
| Buyer Redress for failure to provide services at or above service levels. | Withhold 5% of payment due, in the month failure is assessed, if the service level is assessed as 'inadequate service level' or below. |

| | |
|---|--|
| KPI 3 (Output 2) | Op IM |
| KPI Description: | The percentage of requests for support to afloat/fixed transition responded to within 1 working day of submission remedy and resolved within 72 hours. |
| Frequency | Monthly |
| KPI Performance Thresholds: | |
| 'Good' (Contractual Target): | 100% |
| 'Approaching target' threshold: | 98-99% |
| 'Requires Improvement' threshold: | 95-97% |
| 'Inadequate' threshold: | Under 95% |
| Buyer Redress for failure to provide services at or above service levels. | Withhold 5% of payment due, in the month failure is assessed, if the service level is assessed as 'inadequate service level' or below. |

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|---|--|
| KPI 4 (Output 3) | Op IM |
| KPI Description: | The percentage of requests for support to the Defence File Plan responded to within 2 working days of submission. |
| Frequency | Monthly |
| KPI Performance Thresholds: | |
| 'Good' (Contractual Target): | 100% |
| 'Approaching target' threshold: | 98-99% |
| 'Requires Improvement' threshold: | 95-97% |
| 'Inadequate' threshold: | Under 95% |
| Buyer Redress for failure to provide services at or above service levels. | Withhold 5% of payment due, in the month failure is assessed, if the service level is assessed as 'inadequate service level' or below. |

| | |
|---|--|
| KPI 5 (Output 4&7) | Op IM |
| KPI Description: | The percentage of requests for support to the MoD IM community responded to within 2 working days of receipt on Remedy. |
| Frequency | Monthly |
| KPI Performance Thresholds: | |
| 'Good' (Contractual Target): | 100% |
| 'Approaching target' threshold: | 98-99% |
| 'Requires Improvement' threshold: | 95-97% |
| 'Inadequate' threshold: | Under 95% |
| Buyer Redress for failure to provide services at or above service levels. | Withhold 5% of payment due, in the month failure is assessed, if the service level is assessed as 'inadequate service level' or below. |

| | |
|---|--|
| KPI 6 (Output 4) | Op IM |
| KPI Description: | Attendance of working group, IM workshop and SIO meetings. |
| Frequency | Monthly |
| KPI Performance Thresholds: | |
| 'Good' (Contractual Target): | 100% |
| 'Approaching target' threshold: | 98-99% |
| 'Requires Improvement' threshold: | 95-97% |
| 'Inadequate' threshold: | Under 95% |
| Buyer Redress for failure to provide services at or above service levels. | Withhold 5% of payment due, in the month failure is assessed, if the service level is assessed as 'inadequate service level' or below. |

| | |
|-------------------------|--|
| KPI 7 (Output 6) | Op IM |
| KPI Description: | Quality of engagement and feedback as assessed in verbal and written monthly feedback/reports to OIC SysS and CO MCSU. This is providing an update of the progress and change in IM practise and policy and would continue even after the Brd is finished being re-written. They |

| | |
|---|---|
| | would present problems and interpret DD policy, work with Fleet to see what work for the users and present us with a summary of how this are (e.g. does the policy work and should we feedback on change) |
| Frequency | Monthly / Quarterly Audits |
| KPI Performance Thresholds: | |
| 'Good' (Contractual Target): | Good level of quality. |
| 'Approaching target' threshold: | Satisfactory level of quality. |
| 'Requires Improvement' threshold: | Just satisfactory level of quality. |
| 'Inadequate' threshold: | Unsatisfactory level of quality. |
| Buyer Redress for failure to provide services at or above service levels. | Withhold 5% of payment due, in the month failure is assessed, if the service level is assessed as 'inadequate service level' or below. |

| | |
|---|--|
| KPI 8 (Output 8) | Op IM |
| KPI Description: | Remedy tickets for Hub site L3 actions responded to and delivered within 2 working days |
| Frequency | Monthly |
| KPI Performance Thresholds: | |
| 'Good' (Contractual Target): | 100% |
| 'Approaching target' threshold: | 98-99% |
| 'Requires Improvement' threshold: | 95-97% |
| 'Inadequate' threshold: | Under 95% |
| Buyer Redress for failure to provide services at or above service levels. | Withhold 5% of payment due, in the month failure is assessed, if the service level is assessed as 'inadequate service level' or below. |

Government Furnished Assets

Supplier will be provided with access to MODNET via a MOD laptop for the duration of the contract, access to OpNET will be either via OpNET at MCSU or to OpNET through BLAST.

Security

Supplier's personnel will be required to visit MOD establishments and deployed mobile units to provide services. Developed Vetting (DV) clearance is required as a minimum for all team members to deliver Operations Information Management services and must be in place at the start of the contract.

Personal Data

No personal data will be processed during the course of this contract.

However, all suppliers are obliged to provide sufficient guarantees to implement appropriate technical and organisational measures so that, should personal data be handled, processing meets the requirements of GDPR (General Data Protection Regulation) and ensures the protection of the rights of data subjects. For further information please see the Information Commissioner's Office website <https://ico.org.uk/for-organisations/data-protection-reform/overview-of-the-gdpr/>

Quality & Standards

| Item | Number | Title |
|------|---------|--|
| 1 | N/A | Data Protection Act (2018) |
| 3 | N/A | Public Records Act (1958) |
| 5 | JSP 441 | Information, Knowledge, Digital and Data in Defence |
| 6 | N/A | National Institute of Standards and Technology (NIST) Cyber Security Framework (CSF) |

Health & Safety

All tasking to be conducted in line with MOD H&S practise derived from HSE guidance. Supplier must provide a Health & Safety Plan on contract award and a Risk Assessment against establishment and Ship visits.

Environmental

Work to be conducted in line with MOD Environmental practise.

Implementation

The supplier must conduct an initial onboarding meeting and generate a plan that includes a schedule of works and a resource delivery plan and timeline within 2 weeks of the start of the contract.

Exit

All information is to be stored on MoD devices and in MoD locations (no information to be stored on either, company laptops or personal device). The supplier should make adequate preparation for handover and knowledge transfer to new supplier. A key element to this contract will be information management and knowledge transfer. The supplier will ensure that all relevant documentation is created and stored within MoD configuration management policy.

6 months prior to the end of the contract the supplier will:

- Update a statement of work that details the current activities.
- Generate a service transition plan.
- Conduct a documents, information, and knowledge transfer to the successful tenderer.

- Correctly store and archive all information on MoD CIS in line with Navy Digital Information Management policy.
- Work with MCSU and Navy Digital to ensure preparations for a smooth transition in service.
- Return any MOD GFX within 5 working days.
- Provide copies of any training materials produced as part of delivery of the contract.

Software

MoD ICT will be used throughout this service and supplier ICT is not to be used for the delivery of this service.

Supplier personnel should have knowledge of OpNET Red, OpNET Black, LC2, Dii, all known variants of SharePoint in significant detail, working knowledge of ADFS, VMware and Visual Studio and be competent users of the most used Microsoft products.

The supplier must ensure all personnel have the relevant security clearances to access necessary MoD ICT.

IPR or Other Rights

All IPR remains with MoD. MoD shall own IPR on any data that arises as a result of analysis or tests performed under the contract.