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15 June 2023

Dear Sir / Madam

**Invitation to Tender Reference** **708148451**

1. You are invited to tender for the ICT Engineering, Digital Change Management and Assurance Service in a further competition under Crown Commercial Services framework Technology Services 3, RM6100 Lot 3c.

2. The requirement is set out in the Statement of Requirements.

3. The total budget is £6,500,000 (excluding VAT) over a 5 year period. For years 1 – 3, £3,000,000.00 to cover the core services, with the option of a further £1,500,000.00 to call-off. The call off is to cover the additional capacity in the existing SOR. There are a further 2 option years of 1 + 1 at an additional cost of £2,000,000.00.

4. You may raise questions about the tender and the requirement via the CCS eSourcing Suite. The deadline for asking questions is 10:00 on 27 June 2023. Please note that any questions raised, and the answers provided, may be shared with other interested suppliers.

5. Your tender must be submitted electronically via the CCS eSourcing Suite no later than 10:00 on 10 July 2023. You should allow sufficient time for submission as late tenders will not be accepted. A Tenderers Response Form should be completed to provide answers to all evaluation questions, include all completed documents and provide all requested prices.

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

Yours faithfully

**Angela Benneworth**

Commercial Manager

**Contents**

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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 |

1. **Introduction**
   1. This Procurement will establish a contract for the purchase of Services described in the Statement of Requirements.
   2. The resulting Contract will be for 3 years with an option to extend for a further 2 years as 1 + 1.
   3. The maximum contract value is £6,500,000.00.
   4. This resulting Contract will be between the successful Supplier and the Authority. This is a call off contract.
   5. This tender is being conducted under the Crown Commercial Service Technology Services 3 Framework Agreement (reference RM6100 - Lot 3c) and it’s Terms and Conditions will govern any resultant Contract.
   6. Only those suppliers on the stated framework and lot can submit a tender in response to this requirement.
   7. The Authority is managing this Procurement in accordance with the Public Contracts Regulations 2015.

1. **Terms of Participation**
   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.
   2. You may submit one bid.
   3. Your bid must remain valid for 90 days after the bid submission deadline.
   4. You must submit your bid in English and through the eSourcing Suite only.
   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.
   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.
  1. 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.
  2. 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. 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.
  1. 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.
  2. 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. 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.
  4. 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.
  1. 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.
  1. 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.
  2. 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. 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).
  4. We will not pay your bid costs for any reason.
  5. 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.
  1. You must carry out your own due diligence and rely on your own enquiries.
  2. This Bid Pack is not a commitment by the Contracting Authority to enter into a contract.
  3. The Bid Pack remains our property. You must use the Bid Pack only for this competition.
  4. 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.
  1. Our advisors, subcontractors and other government bodies can use your bid for the same purposes.
  2. 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.

1. **Further Competition Timetable**
   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 | 27 June 2023 | Tenderers | CCS eSourcing Suite |
| Final Date for Requests for Extension to return date | 28 June 2023 | Tenderers | CCS eSourcing Suite |
| Authority issues Final Clarification Answers | 28 June 2023 | Authority | All Tenderers |
| Tender Return | 10 July 2023 | Tenderers | CCS eSourcing Suite |
| Tender Evaluation Commences | 10 July 2023 | Authority | N/A |

1. **Completing and Submitting a Tender**
   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.
   2. Your bid must be made by the organisation that will be responsible for providing the deliverables if your bid is successful.
   3. You must enter your bid into the e-Sourcing Suite. Only bids received through the e-Sourcing Suite will be accepted.
   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. Tenderers are strongly advised to read through all documentation first to ensure they understand how to submit a fully compliant Tender.
   6. It is the Tenderer’s responsibility to ensure that a fully compliant Tender is submitted.
   7. Tenderers must ensure that they are using the latest versions of this document, as the documentation may be updated from time to time.
   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>
   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.

* 1. Submit your bid before the Bid Submission Deadline.
  2. Press the Submit Response button when your bid is ready, otherwise we will not be able to see it.

1. **Questions and Clarifications**
   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.
   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.
   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.
   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.
   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.
2. **Tender Evaluation Summary**
   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.

* 1. 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* |

* 1. 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.
  2. Scores will be rounded to two decimal places.
  3. 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.
  4. 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.
  5. 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.

1. **Commercial Qualification Evaluation Criteria**
   1. The Commercial Qualification Evaluation will assess if all tendering and contractual requirements have been provided.
   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.
  1. 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.

1. **Financial Price Evaluation Criteria**
   1. Tenderers are required to complete the Pricing Table.
   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/Specification. This shall be calculated on the Pricing Table spreadsheet, based on prices for each year for the Core services plus rates provided for personnel for any Additional services, using a set estimated number of personnel required.
   3. Tenderers shall complete each Rates tab on the Pricing Table spreadsheet. Tenderer’s shall enter the day rates for each role for years 1, 2, 3 and optional years 1 and 2. Tenderer’s entries shall only be made in the yellow highlighted boxes. All other boxes and calculations must not be amended.
   4. For the core services, indicative roles and numbers of days required for the services have been pre-populated but Tenderers should not feel bound by these figures and they are illustrative only. As this is an outcome based requirement, Tenderer’s are allowed to change these roles, SFIA levels and number of days, to reflect the manner in which they intend to deliver the Service utilising their solution. If roles are not required they can be deleted and additional roles can be added if required. This will calculate the Tenderer’s total price for delivering those core services.
   5. Although the technical evaluators will not see tenderer's prices, they will be able to see the number of personnel tenderers are intending to use to deliver the core services and will be able to assess if the tenderer has fully understood each service and the type/number of personnel that would be required to deliver them, which they will take this into account when completing technical evaluations. If Tenderers change any of the indicative roles, they must ensure that their proposed teams are sufficient to deliver all the required services and that the tender submission evidences this.
   6. For the potential additional services (Time & Materials), specific roles and numbers of days have been pre-populated in the ‘Additional T&M Rates’ tab. The role titles, SFIA and number of days are indicative only for the purposes of tender pricing evaluation and shall not be a guarantee of additional services under the Contract. The day rates must be consistent with the day rates utilised in the core service tabs. Tenderer’s must not change, add or delete any of these roles. Clarificatory wording confirming the comparable role titles used by the Tenderer, if different elsewhere in the submission, can be set out in the Tenderer’s Comments tab. This T&M Rates tab will calculate an indicative price that Tenderer’s would charge for delivery additional of services.
   7. Where estimated T&M usage figures are requested, the Total Price figure shall not be a guarantee of quantities required or payments to be made under any resulting Contract. The quantity of each role and rate card is for evaluation purposes only and, whilst this may give an indication of what may be required, quantities required under the contract may be higher or lower based on Authority requirements during the contract period. The contract value will include a limit of liability under which the Authority shall be entitled to request additional services at the rates set.
   8. Any resource required for implementation should be detailed within the relevant tab. This will be included within the total price calculated to deliver the Core Services.
   9. Tenderers day rates and total yearly prices provided for the core services will be incorporated into the contract as firm prices and Tenderers will be required to deliver all the core services for the prices stated.
   10. Time & Materials day rates will be incorporated into the contact as the prices to be used if the Authority request delivery of any additional services. These rate cards will only be used for additional services or requirements above the core services already detailed.
   11. 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 calculations tab.
   12. A Tender will be considered non-compliant if:

* the Total Price for Core Services for years 1, 2 and 3 is greater than the Core Services funding of £3,000,000.00
* The Total Price estimated for all roles (Core Services and T&M), including option years, is greater than the total funding of £6,500,000.00; or
* the Tender does not indicate a Total Price; or
* the Tender has not provided prices for all items in the Pricing Table; or
* the Tenderer has amended the calculations (highlighted yellow) within the Pricing Table.

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

* 1. The Prices shall include, but not be limited to:
* Any direct or indirect costs
* Any labour costs or personnel salaries, pensions or contributions
* Any costs for manufacture or provision of goods/services
* Any costs for delivery to the Authority
* Any fuel costs
* Any related travel and subsistence
* Any packaging
* Any import costs or charges
* Any implementation or exit costs
* Any sub-contractor costs
* Any IT or system related costs
* Any costs required to provide Authority access to systems or accounts
  1. The calculation used is the following:

                 Lowest Price from a compliant Tender    x    maximum Financial Score available

                                  Tenderers price

*Example calculation, for information purposes only - 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) x 50* | *50* | *50* |
| *Tenderer B* | *£1,100* | *(£1,000 / £1,100) x 50* | *50* | *45* |
| *Tenderer C* | *£2,000* | *(£1,000 / £2,000) x 50* | *50* | *25* |

1. **Technical Quality Evaluation Criteria**
   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/Specification.
   2. The response to each criteria will be given points in accordance with the table below:

Criteria 1 to 10 will be scored in accordance with the following:

|  |  |  |  |
| --- | --- | --- | --- |
| 100 – High Confidence  In The Authority’s opinion the Tenderers response to the requirements or criteria being assessed: | 70 – Good Confidence  In The Authority’s opinion the Tenderers response to the requirements or criteria being assessed: | 30 – Moderate Confidence  In The Authority’s opinion the Tenderers response to the requirements or criteria being assessed: | 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. | addresses and demonstrates a sufficient understanding of most of the requirement or criteria, where applicable. | addresses and demonstrates an understanding of some of the elements of the requirement or criteria, where applicable. | 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 is 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 considered risks to delivery of the requirement or criteria and thoroughly explained how they will be eliminated or mitigated, where applicable. | has considered risks to delivery of the requirement or criteria and adequately indicated how most will be eliminated or mitigated, where applicable. | has considered risks to 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. | has identified and addressed few or no risks to delivery, where applicable. |

* 1. The points achieved will be multiplied by the corresponding weighting to provide an overall criteria mark.
  2. When the mark for each question has been determined they will be added together to provide a total mark for the Technical Evaluation.
  3. 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.
  4. 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.
  5. 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.
  6. A Tender will be considered non-compliant if:
* the Tender receives a fail on any pass/fail criteria; or
* the Tender receives points which are below the threshold set for any individual criteria;
* the Tender receives a Total Technical Mark below 50.
  1. 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:

Tenderers Total Marks x maximum Technical Score available

Total Marks 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) x 50* | *50* | *35* |
| *Tenderer B* | *90* | *(90 / 100) x 50* | *50* | *45* |
| *Tenderer C* | *80* | *(80 / 100) x 50* | *50* | *40* |

* 1. 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 | 150 |
| 2 | Explain your service structure and how it will meet the service level requirements and deliver the relevant skills and experience. | 0, 30, 70 or 100 | 30 | 10% | 10 | 150 |
| 3 | Demonstrate experience delivering the service requirements described in Output 1 | 0, 30, 70 or 100 | 70 | 15% | 15 | 400 |
| 4 | Demonstrate experience delivering the service requirements described in Output 2 | 0, 30, 70 or 100 | 70 | 15% | 15 | 400 |
| 5 | Demonstrate experience delivering the service requirements described in Output 3 | 0, 30, 70 or 100 | 70 | 15% | 15 | 400 |
| 6 | Demonstrate experience delivering the service requirements described in Output 4 | 0, 30, 70 or 100 | 70 | 15% | 15 | 400 |
| 7 | Explain your how your service represents value for money. | 0, 30, 70 or 100 | 30 | 10% | 10 | 150 |
| 8 | 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 | 100 |
| 9 | MAC4.2 - Explain how you will Influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement. | 0, 30, 70 or 100 | 30 | 5% | 5 | 150 |
| 10 | MAC6.1 - 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 | 2.5% | 2.5 | 100 |
|  |  |  |  | 100% | 100 | 2400 |

* 1. Social Value Overview (for criteria 8-10)

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 above nos.8 - 10. 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 a maximum of 500 words 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 compiling 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**  *The award criteria (left) and sub-criteria (below) will be used to evaluate the response* | **Example Reporting Metrics**  *(proposals to be included in tender response)* |
| **Theme 2: Tackling economic inequality: Policy Outcome: Increase supply chain resilience and capacity** | | |
| MAC 3.1: Create a diverse supply chain to deliver the contract including new businesses and entrepreneurs, start-ups, SMEs, VCSEs and mutuals. | Activities that demonstrate and describe the tenderer’s existing or planned:  ● 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.  Illustrative examples: co-design and co-creation of services; collaborative performance management; appropriate commercial arrangements; inclusive working methods; and use of inclusive technology.  ● 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. | For each of start-ups, SMEs, VCSEs, mutuals  ■ The number of contract opportunities awarded under the contract, and value.  ■ Total spend under the contract, as a percentage of the overall contract spend.  Number/Percentage of supply chain opportunities advertised in an accessible media |
| **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>

1. **Award Decision**
   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.
   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.

* 1. If the Winning Tenderer does not enter into the Contract following contract award or enters 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.

1. **Other Information**

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

a. contain any Russian/Belarussian 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(Oi/O0)) – 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

Oi 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 apply also apply to any optional requirements or years, should those optional requirements or option years have delivery dates in 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/Specification and Pricing Table, incorporating prices submitted by the Winning Tenderer.

If the Winning Tenderer does not enter into the Contract following contract award, 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 unless the Winning Tenderer indicates that the personnel who will be used to deliver Services will not be employed through their payroll. In those circumstances, a relevant assessment will be considered.

**Cyber Risk**

A Cyber Risk Assessment has been raised and the profile is Low.

The reference is RAR-JDD0BT1OM.

A Supplier Assurance Questionnaire does need to be completed.

Where a Supplier Assurance Questionnaire needs to be completed, Tenderers must complete this online at [https://production.pr od.digitaldds.co.uk](https://production.prod.digitaldds.co.uk/) and submit a copy of the completed questionnaire, confirming their score, as part of the tender submission.

If a Tenderers Supplier Assurance Questionnaire score does not meet the level set in the Cyber Risk Assessment, this does not prevent submission of a Tender. In those circumstances, a Cyber Implementation Plan should be completed as part of the tender submission, to demonstrate what actions will be taken to meet the required Cyber Risk level. Provided the actions and timescales were considered acceptable to The Authority, the Cyber Implementation Plan would then be included as a requirement in any resulting Contract.

Guidance of Cyber Implementations Plans can be found online at <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1126692/20221219-CIP_Guidance.pdf>

**Cyber Implementation Plan Template**

**VERY LOW / LOW CYBER RISK PROFILE**

**Part 1: Assurance Controls and Evidence Completed by Industry**

|  |  |  |
| --- | --- | --- |
| Organisation Name |  | |
| Contact Name |  | |
| Contact Email |  | |
|  | | |
| Contract Name |  | |
| Cyber Risk Profile |  | Very Low | Low | Moderate | High |
| Risk Assessment Reference (RAR) |  | |
| Supplier Assurance Questionnaire (SAQ) code (If known) |  | |
| Controls not met  (paste from DCPP response email) |  | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| DEFSTAN 05 -138 | ***Only answer for controls “not met”.  SAQ returns with “Not met” can be submitted providing the CIP covers those controls.***   |  |  | | --- | --- | | DEFCON CONTROLS (Low) | Equivalent standard/ controls or comment | | **VL.01** Maintain annually renewed Cyber Essentials Certification. |  | | **L.01** Define and implement an information security policy, related processes and procedures. |  | | **L.02** Define and assign information security relevant roles and responsibilities. |  | | **L.03** Define and implement a policy which addresses information security risks within the supply chain. |  | | **L.04** Define and implement a policy which ensures all functions have sufficient and appropriately qualified resources to manage the establishment, implementation and maintenance of information security. |  | | **L.05** Define employee (including contractor) responsibilities for information security. |  | | **L.06** Define and implement a policy to provide employees and contractors with information security training. |  | | **L.07** Define and implement a policy for ensuring sensitive information is clearly identified. |  | | | |
| **L.08** Define and implement a policy to control access to information and information processing facilities. | |  |
| **L.09** Maintain annually renewed Cyber Essentials Plus Certification. | |  |
| **L.10** Define and implement a policy to control the exchanging of information via removable media. | |  |
| **L.11** Record and maintain the scope and configuration of the information technology estate. | |  |
| **L.12** Define and implement a policy to manage the access rights of user accounts. | |  |
| **L.13** Define and implement a policy to maintain the confidentiality of passwords Does your organisation have a policy and deploy technical measures to maintain the confidentiality of passwords? | |  |
| **L.14** Define and implement a policy for verifying an individual’s credentials prior to employment. | |  |
| **L.15** Define and implement a process for employees and contractors to report violations of information security policies and procedures without fear of recrimination. | |  |
| **L.16** Define and implement a disciplinary process to take action against employees who violate information security policies or procedures Does your organisation have a disciplinary process in place to ensure that action is taken against those who violate security policy or procedures? | |  |
| **L.17** Define and implement an incident management policy, which must include detection, resolution and recovery. | |  |

|  |  |
| --- | --- |
| Anticipated Date of Compliance | Comment |
|  |  |

**The completed Cyber Implementation Plan (CIP) must be returned to the MoD Delivery Team.**

**Statement of Requirements/Specification**

**ICT Engineering & Digital Change Management and Assurance Services:**

**Statement of Requirements**

**Introduction - ICT Engineering & Digital Change Management and Assurance Service**

1. NAVY DIGITAL (ND) MDDS (Maritime Digital Delivery Services) requires a technical digital enabling service to support, assure and assist engineering management and delivery of ICT (Information Communications Technology) and Digital Capabilities in both the fixed (shoreside) and deployed (afloat) maritime environments. The service must ensure and assure Digital Capabilities are compliant with established Ministry of Defence (MOD) Force generation, Change Management and Assurance processes. This is a key enabling service which directly supports operational organisations across the RN (Royal Navy) and their wider outputs. Without this support there would be unacceptable increase to initial and through-life capability costs, time delays to capability delivery and support and significant loss of operational effectiveness as well as digital support to Welfare services. An unsustainable resource strain on wider areas of the MOD to sustain key digital capability as required by the RN and its Operational partners would also be seen.
2. This requirement is for a service to deliver the outcome and outputs below for a minimum of 24 months to ensure delivery of Outputs in support of the Navy Digital and Data Plan outcomes.

**SOW deliverables Background**

1. The aim is to procure digital services to support MDDS delivery of the following benefits:
   1. Informed and assured delivery of coherent adaptable and resilient Command and Control (C2) and Communication and Information Systems (CIS) capabilities for shoreside RN requirements and digital outcomes
   2. Value for money and the flexibility to deliver Maritime focussed digital enabling capabilities. Supporting and enabling quality outcomes in a timely manner to Defence Digital led programmes in the Maritime Enterprise in a cost-effective manner.
   3. Increased resilience including support for future expansion as the digitisation of the Navy continues to grow

**Overview of Requirement**

1. The requirement is for a technical digital and engineering management services solution that will support Engineering, Delivery, Assurance and Operational Command ICT requirement and solution definition services within the MDDS Enabling Services Team (EST) including:
   1. Support to Navy Command Headquarters (NCHQ) and Maritime Operational units in the fixed domain in the planning, delivery, and support of shoreside ICT/CIS based digital capabilities. Interpreting developing and assuring delivery of the Command CIS Information Exchange Requirement (IER).
   2. Assurance, Delivery and Engineering Management services in support of Navy Digital products and capabilities to the Deployed maritime environment, including trial initiatives and early Technical Readiness Level (TRL) products.
   3. Management and engineering support to discrete products delivered through Defence Digital to the Deployed Maritime domain including Ship Alongside (SAS) Capability and associated equipment and the Maritime Multimedia (MMM) programme.

**SOW Deliverables – Outcome Description**

1. MDDS EST outputs support the delivery of the Navy Digital and Data Plan ([link](https://www.gov.uk/government/publications/royal-navy-digital-and-data-plan-2022-2025))

**Outcomes:**

Outcome 1: Cohered, curated, and assured data from the HQ to the tactical edge

Outcome 2: Smarter decision making at all levels of command

Outcome 3: Efficient business processes that drive force readiness and sustainability

Outcome 4: Improved cyber security and resilience

Outcome 5: Enhanced integrated effects from the maritime domain

Outcome 6: Adaptable and resilient C2 systems

Outcome 7: Faster integration of capabilities to the front line

Outcome 8: Empowered digitally savvy workforce that is inspired to create and collaborate

1. Engineering & Digital Change management and assurance services is required to enable the following Summary of MDDS EST outputs:
   1. Output 1: The IER development, enablement, and assurance of resilient C2 and CIS fixed systems in the Maritime Domain.
   2. Output 2: The Support to the assurance and compliance of ND owned products and capabilities deployed in the Maritime Domain.
   3. Output 3: Safe, secure, and compliant delivery and Engineering Management of Navy Digital owned digital products and capabilities deployed in the Maritime Domain.
   4. Output 4: Support, through provision of (WCQ charge level) Maritime Engineering acumen, the delivery, assurance, and operation of Ship Alongside (SAS) and Maritime Multimedia (MMM), which are, Defence Digital owned and delivered fixed and deployed products, in the Maritime Domain.

**Outputs in detail**

1. The detail of the outputs required to meet all 4 outputs are detailed below. In order to deliver ‘**Output 1: The IER development, enablement and assurance of resilient C2 and CIS fixed systems in the Maritime Domain**.**’**, the following will need to be conducted in Table 1:

*Table 1 – Output 1 delivery*

|  |  |
| --- | --- |
| Ref | Description |
|
| 1.1 | Provide support to Navy Command Force Generation (FGen) area |
| 1.2 | Solution driven understanding for fixed IER fulfilment in the Maritime Domain |
| 1.3 | Digital and data requirement understanding to support IER development |
| 1.4 | Interact with and drive the Engineering Change Request (ECR) assurance process and the role of Site Co-ordinating Installation Design Authority (SCIDA) teams for fixed systems within the Maritime Domain |
| 1.5 | Service Resilience planning and implementation |
| 1.6 | Provide support to Maritime Command and Battle Staff teams around IER generation and optimal fulfilment |
| 1.7 | Generate all relevant artefacts iaw recognised MOD process |

1. In order to deliver ‘**Output 2: The Support to the assurance and compliance of ND owned products and capabilities deployed in the Maritime Domain’,** the following will need to be conducted in Table 2.

*Table 2 – Output 2 delivery*

|  |  |
| --- | --- |
| Ref | Description |
|
| 2.1 | Practical application of business processes in support of change (including Change Impact Assessment Process (CIAP), Design Change Management Form (DCMF), Installation Guidance Package (IGP), Certificate of Clearance for Use (CCU) |
| 2.2 | HAZ ID, SEAR (Safety Environment Assessment Report), Safety Case generation (Safe to Operate) |
| 2.3 | Integration/co-operation with all DE&S (Defence Equipment and Support) and Commercial capability change process stakeholders |
| 2.4 | Working alongside ‘safe to operate’ partners such as DE&S, Operational Duty Holder (ODH), Delegated Duty Holder (DDH) and other Navy Command areas |
| 2.5 | Support ND FGEN and ND Desk officer requirements |
| 2.6 | Working alongside In-Service Capability Management (ISCM) team, assistance in development of capability planning, costings, and delivery |
| 2.7 | Support to nominated NAVY DIGITAL Accountable Persons (AP) as detailed within ND Safety and Environmental Management Plan (SEMP) as Equipment Approval Authority (EAA) lead officers |
| 2.8 | Project and Engineering Management support to ND MDDS EST/CPM |
| 2.9 | Maintain Maritime Communications Support Unit (MCSU) EAA SEMP |
| 2.10 | Generate all relevant artefacts iaw recognised MOD process |

1. In order to deliver ‘**Output 3: Safe, secure and compliant delivery and Engineering Management of Navy Digital owned digital products and capabilities deployed in the Maritime Domain’,** the following will need to be conducted in Table 3:

*Table 3 – Output 3 delivery*

|  |  |
| --- | --- |
| Ref | Description |
|
| 3.1 | Support Management plans – L1-4 provision, generation of knowledge articles, integration into existing support structures |
| 3.2 | Support Through Life Management Plan (TLMP) generation, obsolescence management, asset management, disposal |
| 3.3 | Interrogate Risk Management and Accreditation Document Set (RMADs) evidence, Technical Release and Readiness Assessment (TRRA) and High-Level Design (HLD) documents |
| 3.4 | Knowledge of compliance standards (Table 9) |
| 3.5 | MOD Change Management and Configuration Control |
| 3.6 | MOD Testing and acceptance processes |
| 3.7 | Safe by design and safe to operate as determined by MOD definitions, processes, and empowered authorities |
| 3.8 | MOD Risk and Hazard Management structures and policies |
| 3.9 | Royal Navy and wider MOD Duty Holder engagement and understanding of Duty Holder roles |
| 3.10 | Manage delivery of emerging and funded ICT Digital solutions against ND endorsed requirement and MOD Acquisition processes |
| 3.11 | Generate all relevant artefacts iaw recognised MOD process including production of Engineering Guidance Pack (EGP), or Installation Solution (IS) to enable complex change to be delivered to maritime units |

1. In order to deliver ‘**Output 4: Support, through provision of (WCQ charge level) Maritime Engineering acumen, the delivery, assurance, and operation of Ship Alongside (SAS) and Maritime Multimedia (MMM), which are, Defence Digital owned and delivered fixed and deployed products, in the Maritime Domain,** the following will need to be conducted in Table 4.

*Table 4 – Output 4 delivery*

|  |  |
| --- | --- |
| Ref | Description |
| 4.1 | Provision of Maritime Weapon Engineering (WCQ charge level) support to Defence Digital SAS Delivery Team |
| 4.2 | Provision of Maritime Weapon Engineering (WCQ charge level) support to Defence Digital MMM Delivery Team |
| 4.3 | Generate all relevant artefacts iaw MOD recognised MOD process |

**Timescales**

The Core Requirement of this contract will start on 1st August 2023 and run for 36 months at a cost of £3M Ex VAT which includes £25K travel and subsistence. This requirement will need the option to extend by 24 months (1+1) subject to further approvals.

**Location**

The majority effort against tasking is expected to be completed via remote working of service providers. Elements of tasking and project work will require attendance, predominantly in and around the Portsmouth Naval Base area (e.g. NCHQ, MCSU, HMNB). The delivery team will be required to visit/work in other Military locations across the UK.

This link, <https://www.royalnavy.mod.uk/our-organisation/bases-and-stations>, shows the main Navy Command managed sites and locations this contract will cover; however, this is not exhaustive as smaller sites may not be listed.

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

All suppliers are obliged to provide sufficient guarantees to implement appropriate technical and organisational measures so that the 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/

**Governance**

**Weekly** – Weekly update to the requirement owner on task progress and issues.

**Bi-Annually** – Bi-Annual 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 Quarterly Performance Review and evidence drawn from the performance against KPIs.

|  |  |
| --- | --- |
| **KPI 1** | Reporting |
| KPI Description: | Input to MSCU quality assurance Audit and Report |
| Frequency | Annually |
| KPI Performance Thresholds: | |
| ‘Good’ (Contractual Target): | Report delivered by due date |
| ‘Approaching target’ threshold: | Due date +1 week |
| ‘Requires Improvement’ threshold: | Due date +2 weeks |
| ‘Inadequate’ threshold: | Not delivered |
| 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** | Reporting |
| KPI Description: | Representation of Eng and Assurance svc at EST triage meeting |
| Frequency | Weekly |
| KPI Performance Thresholds: | |
| ‘Good’ (Contractual Target): | All meetings attended |
| ‘Approaching target’ threshold: | 95% meetings attended |
| ‘Requires Improvement’ threshold: | 90% meetings attended |
| ‘Inadequate’ threshold: | Less than 90&% attended |
| 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** | Triage |
| KPI Description: | Representation of Eng and Assurance svc at EST triage meeting |
| Frequency | Weekly |
| KPI Performance Thresholds: | |
| ‘Good’ (Contractual Target): | All meetings attended |
| ‘Approaching target’ threshold: | 95% meetings attended |
| ‘Requires Improvement’ threshold: | 90% meetings attended |
| ‘Inadequate’ threshold: | Less than 90% attended |
| 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 4** | MCSU CCU Assurance |
| KPI Description: | Ensure all MCSU CCUs in date for review |
| Frequency | Ongoing |
| KPI Performance Thresholds: | |
| ‘Good’ (Contractual Target): | 100% in date |
| ‘Approaching target’ threshold: | 95% in date |
| ‘Requires Improvement’ threshold: | 90% in date |
| ‘Inadequate’ threshold: | Less than 90% in date |
| 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**

Provision of access to the required MoD ICT on which this requirement will be developed and delivered requires a minimum of SC clearance.

**Security**

Security Clearance (SC) is required as a minimum and must be in place at the start of the contract. Suppliers' personnel will be required to visit MOD establishments (e.g. NCHQ, HMNB Portsmouth, Dstl PDW) during the course of the contract and will need to provide evidence of clearances.

DV (Developed Vetting) will be required for specific engineering team members for administration activities on AS/S domains. All support to Outputs 1 must hold DV.

**Personal Data**

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

**Quality & Standards**

Delivery of the outputs in compliance with the following standards in Table 9:

*Table 9 - Standards*

|  |  |  |
| --- | --- | --- |
| **Item** | **Number** | **Title** |
| 1 | JSP 604 | Defence Manual for Information and Communications Technology (ICT) |
| 2 | JSP 440 | Defence Manual of Security and Resilience |
| 3 | JSP 441 | Information, Knowledge, Digital and Data in Defence |
| 4 | JSP 490 | Defence Crypto Security Operating Instructions |
| 5 | JSP 491 | Cryptographic Handling Instructions |
| 6 | JSP 892 | Risk Management |
| 7 | JSP 940 | Quality Management |
| 8 | JSP 945 | MOD Policy for Configuration Management |
| 9 | JSP 375 | Management of Health and Safety in Defence |
| 10 | JSP 418 | Management of Environmental Protection in Defence. |
| 11 | DSA01.1 | Defence Safety Authority (DSA) DSA01.1 Defence Policy for Health and Safety and environmental protection |
| 12 | DSA02-DMR | DSA02– Defence Maritime Regulations for Health, Safety and Environmental Protection |
| 13 | MOD KiD | Ministry of Defence Knowledge in Defence (KiD) framework |
| 14 | BR 10 | Navy Command Safety and Environmental Management Systems (NC SEMS) |

**Health & Safety**

Work to be conducted in line with MOD H&S practise derived from HSE guidance.

**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.

3 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 Navy Digital to ensure preparations for a smooth transition in service.

**Software**

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

**Acronyms**

Any acronyms or Capitalised Terms should be listed with a description of what they are.