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Defence Freight Movements Service (DFMS) RFI QUESTION SET

Instructions for Responders:

When formulating your responses, for each question:

- Provide any assumptions you have made in compiling your responses to help us better understand your answers.
- Outline what expectations you would have from the Authority in terms of activities, support, equipment, etc that may be required.

Solution

1.   Given the scope of DFMS and MoD intent as described in the RFI Briefing Pack, what are the different solution/service/product options available that would best meet the objectives, system capabilities and requirements? Can you please explain the pros and cons to each option and what you would recommend?

2.   The Authority is considering the suitability of solution/service/products for use in a Defence environment. Can you provide examples of where similar solution/service/products have been deployed into a Defence environment, or an organisation with a similar Supply Chain footprint? What are the specific issues or concerns that the Authority should be considering for the DFMS objectives, system capabilities and requirements? Are there options in respect of specific integration patterns that could be used, which would you recommend and why?

3.   The Authority wishes to benefit from the generic benefits that COTS products provide. To that end it intends to configure those products to meet the needs of the MoD whilst at the same time re-engineering processes as required to be able to utilise the COTS products and remaining aligned to benefit from future upgrades? In your experience of delivering solution/service/products into Defence environments or organisations with a similar supply chain footprint, what issues does this approach create and what has worked to overcome them?

4.   How well do industry offerings map to the DFMS logical components as shown in the RFI Briefing Pack? What gaps or issues are there and what recommendations would you have to resolve them?

5.   The Authority anticipates the solution/service/products will need to be accessed via a range of User Access Devices e.g., Laptop, Tablet, Mobile Phone, PDA. What

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issues should the Authority consider when formulating its requirements for handheld based User Access Devices to meet the DFMS requirement?

6. As per the RFI Briefing Pack, the DFMS solution/service/product set will require significant levels of integration with the legacy environment that itself will be transformed during the lifetime of the DFMS solution/service/product set. What issues have you experienced in similar Defence environments, or in an organisation with a similar Supply Chain footprint that the Authority should be considering?

7. What industry standard movements management data sets does your solution support? (e.g. UN Numbers, Customs Commodity Codes, Port Codes, etc.)

8. The solution/service/products provided will require to be hosted in a suitably secure environment, compliant with relevant security requirements. The Authority's current hosting environment is split across Microsoft Azure and Amazon Web-Services Cloud Hosting environments? In relation to the expected DFMS solution/service/product sets, noting the significant integration requirements and security considerations, do you anticipate any issues arising should either of those hosting environments be utilised?

9. The Authority is considering the best approach to address the provision of DFMS in the deployed environment where there are issues concerning connectivity and limited bandwidth sometimes without warning. What are your recommendations to address these issues noting also that they are also impacted by policy and the prevailing threat level?

10. The Authority requires the ability for users to use the DFMS solution/service/product set in a disconnected sense where connectivity may be unavailable for short durations. Given the nature of the environment that the DFMS solution/service/product set will be required to support, what options are there to support this disconnected scenario?

11. Given the distributed, 24/7/365, and global nature of the DFMS requirement what would you recommend is the best approach to service management?

12. Given the nature of the environment in both the fixed and deployed space with multiple moving parts, what approach would you recommend to the provision of business continuity/disaster recovery and what options could be considered to maintain services at all times? Are there any issues that the Authority should consider in maintaining business continuity or recovering from a disaster in support of a large and dispersed number of DFMS users?

Delivery

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13.   Given the intent to procure a systems integrator and the need to integrate/inter-operate with legacy systems and in the future, replacement services/solutions/systems, what approach would you take for delivery, what experience do you have of similar implementations and what are the avoidable pitfalls?

14.   The Authority is considering a phased roll-out of the individual components to meet the DFMS requirement with increasing numbers of users and functionality. What specific recommendations would you suggest in adopting this type of approach? Is an incremental approach viable and what issues should be considered? Are there alternative approaches that the Authority should consider?

15.   What timescales would you estimate would be involved to implement/rollout the DFMS solution/service/product set given the objectives, solution capabilities and requirements set out in the RFI Briefing pack?

Commercial

16.   The Authority is considering its options for the procurement of licensing for the DFMS solution in the context of intending to procure an SI to deliver a COTS based solution, service or product set. What approach would you recommend that would maximise benefit to the Authority, and why? How would you propose that the licensing procurement and ownership is best managed to ensure solution portability is met throughout the lifecycle of the contract? Please provide pricing for licencing options in the template provided (label as Question 11).

17.   The Authority is aware of the need for transport operations to fully comply with all current and future policy, legislation and regulations governing the movement of all types of freight by all modes of transport. Are there any forthcoming changes in legislative or regulatory requirements at a national, regional and global level that could potentially impact the potential solution for the DFMS requirement? Are you aware of any other changes that the Authority should take into account for this particular procurement? These issues are also further impacted by policy, and prevailing threat level.

Pricing

18.   Given the DFMS objectives, solution capabilities and requirements, please provide Rough Order of Magnitude (ROM) pricing in £ GBP, ex VAT. Please respond using the enclosed template and accompany your response with any required narrative and assumptions (expand as necessary). If you anticipate any other costs, please append to the bottom of the table.

19.   When considering the ROM pricing provided, the Authority are interested to understand the sensitivities that the pricing may be subject to in a number of areas.

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For each area, please explain what impact to pricing there would be and quantify that impact. The areas being considered are:

    a. Variation in the number of user and user types per logical component for example more (or less) "core" users and/or more or less "consignment tracking" only type users.
    b. Variation in the number of movement requests per day to cater for example for exercises or new deployments
    c. Impact on price by varying contract duration.

20. Please indicate what your expectation for the steady state Managed Service ROM price would be on an annual basis beyond the design, build, implementation and systems integration stages.

Other

21. What other risks and issues do you anticipate from the challenges outlined in the RFI Briefing Pack that have not already been explored in the other questions above? What options or recommendations would you have for their mitigation?

22. Please provide any additional relevant company information pertinent to the DFMS objectives, system capabilities and requirements (e.g., technical information or commercial/marketing literature).