**Statement of Requirement**

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

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| **A** | **General Requirements** | | | |
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| **A.1**  A 1.a | **Scope of Requirement**  This is the Statement of Requirement (SoR) for the provision of a web-based application to support the planning and management requirements of Defence outputs across a variety of different aircraft and equipment types, to deliver an effective flying programme.  The planning and management process should be underpinned by a single application, which delivers functionality that will automate much of the planning function and deliver efficiencies in staff effort.  The current application has been in use since 2019, with the current contract due to expire on 31 Aug 2023. | | | |
| A.1.b | The user shall be provided with an application that delivers functionality to manage Defence’s aviation and support activities and continues to deliver the efficiencies of the current system.  The required in service date is 1 Sep 2023. | | | |
| **A.2** | **Definitions** | | | |
| A.2.a | In addition to the definitions detailed in the Terms and Conditions of the Contract the following definitions shall also apply. Where the definitions below contrast to those detailed in the Terms and Conditions of the Contract then the definitions within the Terms and Conditions of the Contract shall take precedence. | | | |
|  | Definition | Interpretation | | |
|  | Contractor’s Personal Use | Any use of MOD furnished property, facilities or equipment intended for the primary benefit of the Contractor or the Contractor’s Personnel which is contrary to the MOD’s interests is considered personal use. | | |
|  | Contractor’s Personnel | Any employees, including sub-contractors or other agents working on behalf of the Contractor, shall be deemed the Contractor’s Personnel. | | |
|  | Designated Officer | The Designated Officer is the MOD representative responsible for the Requirement and is as defined at Box 2 of DEFFORM 111 of this Contract. | | |
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| **A.3** | **Abbreviations and Acronyms** | | | |
| A.3.a | In addition to the abbreviations and acronyms detailed in the Terms and Conditions of the Contract the following abbreviations and acronyms will be used. | | | |
|  | Abbreviation or Acronym | Interpretation | | |
|  | AOC | Air Officer Commanding | | |
|  | DII | Defence Information Infrastructure | | |
|  | DII(F) | Defence Information Infrastructure (Future) | | |
|  | DO  FAHE  GASO  JHC  JSP | Designated Officer  Foundation Application Hosting Environment  Group Air Staff Orders  Joint Helicopter Command  Joint Service Publication | | |
|  | MOD  MTOW NMOC  QAHE  QCC  RAF | Ministry of Defence Maximum Take-Off Weight Network Manager Operations Centre  Quarantine Application Hosting Environment  Qualification, Currencies, Competencies  Royal Air Force | | |
|  | OC | Officer Commanding | | |
|  | RAF  STARS  Stn  SoR  SRO  TMIS  UAD PC PPR SC | Royal Air Force  Squadron Training Achievement Recording System  Station  Statement of Requirement  Senior Responsible Officer  Training Management Information System  User Access Device  Personal Computer Prior Permission Required Security Check | | |
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| **A.4** | **References** | | | |
| A.4.a | In addition to the references detailed in the Terms and Conditions of the Contract the following references shall also apply as well as any subsequent revisions and amendments to the references. This list does not absolve the Contractor from conforming to any other relevant publications. | | | |
|  | |  |  |  | | --- | --- | --- | | Reference | Version | Source | | Data Protection Act 2018 | 2018 c. 12 | http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted | | DefStan 00-250 Part 3 Section 11 (Human Factors for designers of systems - Training) | 1 dated 23/05/2008 | https://www.gov.uk/uk-defence-standardization | | DefStan 05-130 Part 3 (Aircraft Maintenance Training Organisations) | 1 dated 01/04/2009 | https://www.gov.uk/uk-defence-standardization | | Government Security Classifications | 1.1 | https://www.gov.uk/government/publications/government-security-classifications | | JSP 822 - Governance and Management of Defence Individual Training, Education and Skills | 5.0 | https://www.gov.uk/government/publications/jsp-822-governance-and-management-of-defence-individual-training-education-and-skills | | Defence Logistics Framework |  | Available on request via the Defence Gateway | | HQ 1 Gp GASOs |  | Available on request from Air Cmd. | | HQ 2 Gp GASOs |  | Available on request from Air Cmd. | | JHC Flying Order Book |  | Available on request from JHC. | | Maintenance Airworthiness Processes |  | Available on request from Air Cmd. | | | | |
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| **A.5** | **Processes and Related Taskings** | | | |
| A.5.a  A.5.b | The programme will implement the enabling changes necessary to create interconnected data, autonomously bringing together data from multiple sources, reducing manual user input and contributing to a more digitally optimised Air Force. The STARS software must live feed into Eurocontrol Network Manager Operations Centre (NMOC) to monitor flight plans and schedules. | | | |
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| **A.6** | **Site** | | | |
| A.6.a | The supplier will work to the direction of the RAF Product Owner to inform the policy and programme plan for the development of the product. The supplier is to deliver a solution which is compatible with MOD delivered equipment (MODNET) and complies with all appropriate security and policy requirements. The supplier shall use its own equipment, where security requirements permit, and is expected to provide the services on such hours/days as required to meet any deadlines; as agreed between the supplier and the authority. The supplier shall provide the necessary resources to support the development of the service, including one or more specialists in the delivery of digital outcomes. The supplier must have the necessary office facilities to support their own off-site working. | | | |
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| **A.7** | **Security** | | | |
| A.7.a | The Contractor is to ensure that all their personnel have Security Check (SC) clearance. Where the Contractor’s Personnel does not have SC clearance that individual will not be allowed access to MOD facilities. | | | |
| A.7.b | All information related to or generated by this Contract is to be treated in the appropriate manner in accordance with Government Security Classifications. The classification of the material to be handled shall not exceed OFFICIAL-SENSITIVE in nature. | | | |
| A.7.c | All personal data processed under this Contract is to be treated in accordance with the Data Protection Act 2018. | | | |
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| **A.8** | **Site Access** | | | |
| A.8.a  A.8.b | The Contractor is to ensure that all their personnel cleared to enter MOD establishments (minimum of SC) give at least 72 hours’ notice prior to entry.  All visitors are to have read and understood Station Standing Order No. 26 – Security Orders. | | | |
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| **A.9** | **Safety and Environmental Provisions** | | | |
| A.9.a | When on the Site the Contractor is to comply with all MOD Safety, Health and Environmental Protection regulations and policy. | | | |
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| **A.10** | **Hours of Operation and Times of Delivery** | | | |
| A.10.a | *All support services to the Site shall be delivered between the hours of 07:00 - 17:00 on weekdays with exception of recognised UK Bank Holidays and Public Holidays.* | | | |
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| **A.11** | **Quality Assurance** | | | |
| A.11.a  A.11.b | The team leader is responsible for carrying out the mandated requirements for Quality as detailed within [Joint Service Publication (JSP) 940 - MOD Policy for Quality](http://defenceintranet.diif.r.mil.uk/Reference/DINsJSPs/Pages/JSP940.aspx) Part 1: Directive.  The [Software Quality Management (SQM) guidance [132KB PDF]](http://aof.uwh.diif.r.mil.uk/aofcontent/tactical/quality/downloads/sqmg.pdf) is intended to provide supplementary quality management guidance and information to help address the differing needs or risks related to software acquisition and support. | | | |
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| **A.12** | **Contract Monitoring** | | | |
| A.12.a | For the purposes of contract monitoring, representatives of the Contractor will routinely report to the Designated Officer on the performance of the Contract. | | | |
| A.12.b | The Contractor is responsible for the performance of the Contract by any sub-contractors or other agents working on behalf of the Contractor. The Contractor is to deal with any issues relating to any sub-contractors or other agents working on behalf of the Contractor, this however does not exclude sub-contractors or other agents working on behalf of the Contractor from attending any Contract Monitoring meeting or contributing to any report where it is appropriate for such sub-contractors or other agents to do so. | | | |
| A.12.c | If any sub-contractors or other agents working on behalf of the Contractor are found unsuitable, for whatever reason, the Contractor is to engage with the relevant sub-contractors or other agents to broker a resolution. | | | |
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| **A.13** | **Certification and Accreditation** | | | |
| A.13.a | The Contractor will assure the application through the ISS Application Development Guide V1.13, at time of writing. | | | |

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| **Deliverable Requirements** | |  | |
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Proposed:  Windows Server 2012 Standard Edition (inc .Net Framework 4.5)  Oracle 11g R2 Database  Accessed through Citrix Xen App  (Application may not be Oracle DB) | Application must have all components installed on the FAHE and accessible through MODnet | | B.1.2 | N/A |  |  |  | | B.1.3 | Needs to be an agile application that meets the changing requirements of the Defence Community | Defence has to be reactive and respond to changing demands; the application supporting the outputs must support this. |  | Software updates and delivery to be negotiated as each need arises, contractor to meet the agreed timeline. | | B.1.4 | Provide configurable permissions and editing scope to award and limit access to elements of the application. | This is a vital component and allows the STARS Administrators to control access to the application. |  | All user access to be restricted to the relevant permission group. | | B.2 | Scheduling |  |  |  | | B.2.1 | Provide a configurable graphical display to manage resources and events. | The graphical schedule is the key component for managing resources |  | All tasks visible and configurable by the user community, dependant on permission group. | | B.2.2 | Provide templates to aid the configuration of the graphical display. | Eases the burden on the user community in configuring the application. |  | User templates to be type specific and dependant on permission group. | | B.2.3 | The ability to create user defined views in the schedule. User should be able to set up multiple views. | Allows users to manage multiple resource types. |  | Tailorable display to be available for all user groups. | | B.2.4 | The schedule must refresh automatically at a prescribed timescale. In addition the user must have the ability for the user to refresh the schedule manually. | Ensures that the latest information is available to the user. |  | Information should be refreshed automatically at a minimum of 1 min intervals. | | B.2.5 | The ability to highlight and track changes to the schedule. This should be a user selected option. | Allows users to identify changes to the schedule affecting their resources. | This must be a user selection and can be turned on or off. | Items with any changes made should be visible to the user community until acknowledged. | | B.2.6 | The ability to tailor the schedule to show only active tasks or events. | Allows users to filter out resources not tasked. |  | Users should only be presented with resources which have active tasks against them. | | B.2.7 | The ability to modify the schedule view to display a desired time period. | Allows for planning and resource allocation over varying time periods. |  | Users should be presented with a timescale which is relevant to the selection made. | | B.2.8 | The ability to modify the height of resource lines displayed in the schedule. | Allow for greater information to be displayed on an event bar. |  | Users should be presented with a row height which is relevant to the selection made. | | B.2.9 | The ability to change the sort order of resources displayed in the schedule. | Allows the user to configure resources for better management and allocation. | The application should provide defined sort fields. | User should be able to sort resources based on defined criteria. | | B.2.10 | The ability to search the schedule for a specific event. | Allows user to easily locate information. |  | The event returned must correspond to the event that the user searched for. | | B.2.11 | The ability to manage the allocation of resources to events through the schedule, through different view types. | Different view types will be tailored to suit specific needs. |  | Users are able to view unpopulated tasks and add relevant resources to them. | | B.3 | Events |  |  |  | | B.3.1 | The application must have the ability to manage multiple event types and multiple resource types related to these events. |  |  | Users should have access to and tailorable list of events and resources. | | B.3.2 | The ability to add resources to events through an event template. | Allows for easier and tailored allocation of resources. | Access to templates should be controlled and managed by system administrators. | User templates should present the User with the relevant resource types linked to the task. | | B.3.3 | The ability to capture mandatory flying currencies through a flying task or simulator event task. | Management of the flying task event is a key component of the software, capturing flying requirements is a key element within this. | Must be configurable to the differing requirements of varied aircraft fleets. | User’s currencies are captured and updated providing the User with a view of the relevant data. | | B.3.4 | The ability to update qualifications through a flying or simulator event. | Allows for easier and better management of qualifications. | Linking qualifications to an event must be available through the role template. | The User must be able to add a date to a qualification on completion of a flying or simulator task. | | B.3.5 | The production of an authorisation sheet for a flying event, which must also be printable. | Allows for electronic and more efficient authorisation. |  | A printable authorisation sheet with all relevant flying information must be produced. | | B.3.6 | The ability to link external documents to an event type. | Allows user to view additional information related to an event or task. |  | Users are able to add reference documents from their file structure to events in the system. | | B.3.7 | The ability to link events together. | Allows for better management of events. |  | Users must be able to select multiple events and be provided with a visible indicator linking these events. | | B.3.8 | The ability to audit the changes made to an event. | Allows the user to understand the history of changes linked to an event. | Must be able to de-link. | Users must be able to view the key changes to an event. | | B.3.9 | Events must be colour coded dependent upon type and the state of the event. | Allows the user to easily identify different types of events. |  | Events colours must relate to the state of the task. | | B.4 | Booking System |  |  |  | | B.4.1 | The ability to manage bookings against a resource type. | Allows the user community to manage resources which require booking. | Should allow the user community to make bids for allocation of resources managed through the booking system. | Users must be presented with a graphical ability to record resources booked against relevant events. | | B.4.2 | The ability to accept, reject and modify booking against a resource type | Allows the User community to manage resources which require booking. |  | The system should reflect the state of the booked resource in all cases. | | B.4.3 | The ability to store information related to the resource types used in the booking system. | The booking system will manage various resource types which are pre-defined in the application. |  | All information relevant to the booked resource must be available for the user to view. | | B.4.4 | The ability to filter the information displayed in the booking system based on filters. | Provides the User with better, tailored view of their data. |  | The User must be presented with the ability to filter information related to resource bookings. | | B.4.5 | The ability to filter the booking system display to show a selected time period. | Allows the User to better manage bookings and resources. |  | The User must be presented with the ability to select a defined time period. The display must reflect the selected time period. | | B.4.6 | The ability to filter information in the booking system related to an organisational unit. | Allows the User to better manage bookings and resources. |  | The User must be presented with the ability to select bookings related to their own unit. The display must reflect only bookings related to the unit selected. | | B.4.7 | The ability to generate statistics and reports against the resources managed through the booking system. | Provides feedback on how resources are utilised. | Users should be able to configure reports for time period and resources as a minimum. | The report must contain information relevant to the time period and unit selected. | | B.5 | Qualifications, Currencies and Competencies (QCCs) |  |  |  | | B.5.1 | The ability to create and manage qualifications for assignment to individuals. | This is a key component of the application and allows for the management of personnel. |  | Users must be able to assign qualifications based on the user permission group. | | B.5.2 | The ability to user-define the validity period of QCCs. | A validity period is the key to managing QCCs. | Change to the validity period should update the qualification for all. Some QCCs will not have an expiry date or validity period. | The validity period of any QCC must reflect the period defined under the QCC definition. Any change to the validity must allow the user to update the validity against Users. | | B.5.3 | The ability to vary the validity period of a QCC for a particular resource type. | A qualification may have different validity period depending on the individual to whom it is allocated. | Must be user-definable. | The user’s validity must be relevant to a particular qualification or rating that the User holds. User should be presented with the correct expiry and validity period based on this. | | B.5.4 | The ability to define whether a QCC is mandatory for a flying activity. | Allows the supervisors to identify whether individuals have all mandatory requirements prior to undertaking a flying sortie. | Must be user-definable. | All QCCs must be viewable against these criteria. | | B.5.5 | Provision of a grid system, with user-defined selection, to display QCCs awarded against a population. Must be colour-coded to show the state of the qualification. | Allows user and supervisors to manage their personnel. | Colour coding will provide a warning when the user is within set period close to the expiry date. | Colour coding must reflect the validity defined against the QCC. | | B.5.6 | The ability to vary the time period at which the expiry warning for a QCC is triggered. | Allows for the differing requirements of various QCCs. | Must be user-definable. | A visible indicator must be available to allow users to identify when a variation has been applied. | | B.5.7 | The ability to define a number of occurrences which must be completed prior to the QCC showing as "in-date" | Allows for multiple skills to be linked to a qualification. | Must be user-definable. | QCCs definitions must have the ability to detail a number of occurrences to determine in-date. Colour coding must reflect this definition. | | B.5.8 | The ability to group QCCs together in logical sets. | Allows the user and supervisors tailored overview of their personnel's qualifications. | The sets must be user-defined. | Users must be able to tailor a set of qualifications and be provided with a view based on this tailored view. | | B.5.9 | The ability to manage the awarding and termination of QCCs. | Allows User to award qualifications as they are achieved and expire. |  | The colour coding of the QCC must relevant the date applied through this tool. | | B.5.10 | The ability to add QCC type items to other resources e.g. aircraft and vehicles. | Allows the User to capture any recurring or one-off events linked to equipment. | Must be able to create additional user-defined QCCs in the application | QCCs relating to aircraft and equipment must have the same configuration options as personnel QCCs. | | B.5.11 | The ability to formally manage the allocation, awarding and authorising of qualifications through a sequenced system. | Allows for the User community manage the allocation of QCCs when a requirement has been met. | This must fully auditable and allow for electronic signature. | The view of the User’s allocation must reflect the applied QCCs. | | B.6 | General Requirements. |  |  |  | | B.6.1 | The ability to create dictionaries of stored information which can be used to hold information specific to resources. | All resources must be defined and held within the system. | Resources should be grouped in to various resource types and the user must be able to add additional resources. | All fields in the dictionary must be viewable and amendable by the system administrators. | | B.6.2 | The ability to set up mail groups to allow messages to be sent between organisational units. | Allows the User community to disseminate information related to resources managed in the application. |  | Mail messages must be delivered as defined by the mail groups. | | B.6.3 | The ability to capture and hold information related to aircraft states and serviceability. | Allows for better management of a key resource in the application. | Tailored to meet the requirements of specific fleets. | This must be configurable by the Users and provide a colour coded display to reflect aircraft serviceability. | | B.6.4 | The ability to graphical represent the aircraft parking bay allocations. | Allows for better utilisation of aircraft parking bays |  | The User must have view which allows identification of allocated and unallocated bays. | | B.6.5 | The ability to capture and display information related to the airfield state. | Used across the application in the planning of flying tasks. | Each unit must be able to configure information related to that unit. | The airfield state must present and display the information entered by the user. | | B.6.6 | Provide a system to manage training courses allowing for course requirements to be captured against flying tasks | Allows for planning, management and progression of formal flying training courses. | Each unit should be able to capture specific training requirements relevant to their fleet. | User should be presented with a colour-coded view indicating completion of requirements linked to the course. | | B.6.7 | The ability to produce tailored statistics against individuals or organisational units. | Allows user and supervisors to better manage resources. |  | Reports must output only the data linked to the relevant user unit. | | B.6.8 | The ability to export events to a standalone version of the application installed on a laptop. | Allows Users without access to DII the ability to manage their resources. | Exported events should be defined by the user community. | A completed export download is available to the user on completion of the task. | | B.6.9 | The ability to export data in document and spread sheet formats. | Allows Users to export data to manipulate in other applications. | Data type and date range should be user selectable. | User is presented with a report in the relevant format. | | B.7 | Training |  |  |  | | B.7.1 | ~~Deliver effective training to all aspects of the user community through a mirrored training environment.~~ | ~~All Users must be proficient in the user of the application prior to go-live.~~ |  | ~~Assessment and confirmation to be conducted by the DO.~~ | | B.7.2 | ~~Deliver a system to run concurrently with the current application for a minimum period of 3 months.~~ | ~~Any new system must be proven prior to terminating the existing system.~~ |  | ~~Assessment and confirmation to be conducted by the DO.~~ | | B.7.3 | Maintain software user guides and database administration guides. | Supports the user community in the use of the application. |  | Guides to include information an all key aspects of the system | | B.7.4 | Provide a helpdesk facility. | Required to provide SME advice in operating the application and to deal with errors or anomalies. | As a minimum helpdesk to be available Mon-Fri 08:00-17:00, excluding Bank Holidays | Helpdesk to be available at the designated timings. | | B.7.5 | Meet with the Authority to discuss the IT support system on a regular basis. | Will allow for development and possible enhancements to the application. | Periodicity of meeting to be agreed between Authority and application provider. | Assessment and confirmation to be conducted by the DO. | | B.8 | Software Build |  |  |  | | B.8.1 | Finalisation of STARS Commercial output with Stakeholder’s input prior to live implementation. | Stakeholders to include (NHT):   * Commercial Booking Cell * Visiting Aircraft Support Section * Station Operations * Air Movements Squadron * Air Traffic Control | Engagement with Stakeholders within 4 weeks of the STARS Commercial contract being implemented into existing contract. |  | | B.8.2 | Cloud or Server hosted STARS Commercial management system, web-based software with functionality to plan, support and manage all aspects of MOD flying programme(s). | To deliver real-time information to users and stakeholders. |  | Local input to update across all screens in real-time. | | B.8.3 | Compatible on mobile, tablet and PC web browsers. | Real-time information and secure access across all web browsers. |  |  | | B.8.4 | Ability to auto-generate unique PPR number for confirmed landings/departures. | This number to be produced on accompanying invoice/receipt commencing with MOD-\*\*\*\*\*\*(unique auto-generated number). | Must be sequential and must not produce duplicate PPR numbers. |  | | B.8.5 | Real-time controlled access to schedules, service requirements, parking plans and task lists. | STARS to identify whether a slot is available from a pre-determined slot number over a certain time period, and auto generate a PPR number if the slot is available. A warning should be generated if the slot number in the pre-defined period is exceeded. | Information to be readily available at all times. |  | | B.8.6 | STARS to securely store and retrieve, when required, full aircraft details, passengers and crew names and nationalities. | To store against each aircraft operator relevant aircraft details including registration, MTOW, Wingspan, Fire Category, Insurance validity dates, relevant certificates. | Each entry on database. | Must be in accordance with the UK Data Protection Act 2018 | | B.8.7 | Ability to enter free text against each movement. | Free text box to be made available against each movement. | 500 word maximum text box. |  | | B.8.8 | STARS must be able to provide a summary screen of all flight detail. | Must be easily accessible and provided all details that can be filtered. |  | Must be displayed in a sequential order for a 24 hour period. | | B.8.9 | All invoices and airfield movement data must be stored on the server for future reference for the duration of the contract. | All data to be released in a pre-agreed format at the end of each financial year. |  | Organised and easily accessible when requested from the server | | B.8.10 | Must produce reports and allow filtering on all data held. | Must produce reports as Excel, Pdf or Doc file types for data export. |  | Must be available when requested from the server. | | B.8.11 | STARS to be compatible with Eurocontrol | Not in scope, but to be investigated as future development, as this could significantly delay the rollout if an agreement has to be reached with EuroControl to create a Live Feed. |  | Must maintain a live feed at all times. | | B.9 | Invoice/Receipting |  |  |  | | B.9.1 | Issue of invoices/receipts in accordance with database price structure. | Landings and parking are charged in accordance with MTOW. Must have the ability to invoice against multiple criteria, such as, indemnity insurance and ground services supplied. The MOD will control the pricing structure and will require access to amend/update the prices annually (managed through the Commercial Business Manager). |  | Pricing should be in Pound Sterling (£). Invoices should be raised against the current price structure iaw JSP 360. | | B.9.2 | Capture and report on unpaid invoices | Capable of daily reporting either auto-generating (in the form of a notification) or on user request. |  | To be conducted daily at 2359. | | B.10 | Operation |  |  |  | | B.10.1 | Variable user rights to be individually defined and controlled by MOD personnel. | Individual unique log-on and customisable access according to need identified by MOD personnel. |  | MOD personnel to have managerial access to all user profiles. | | B.10.2 | Definition of data breach procedures. | To supply security procedures for the protection of data and detailed actions that will be undertaken in the event of any data breach within STARS. |  | Must have security procedures for all eventualities of data breach. | | |  | |
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