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15 February 2024

Dear Sir / Madam

Invitation to Tender Reference 710705451

1. Royal Navy, as part of Ministry of Defence are running a further tender competition for Provision of Capability Development, Delivery Mechanisms and Project Management for the Enabling Services Team (EST) within the Maritime Digital Delivery Services (MDDS) Directorate, under Crown Commercial Services framework Techology Services 3 RM6100 Lot 3b. You are invited to tender in accordance with the attached documentation.

2. The Statement of Requirements/Specification details what is required.

3. The Schedule of Requirements / Pricing Table details what prices are required. The total budget is £7,500,000.00 (excluding VAT).
£5,500,000.00 for core services.
£2,000,000.00 limit of liability for any additional requirements.

4. Tenders will be evaluated in accordance with the Tender Evaluation Criteria. This details how tenders will be assessed, scored and compared, including assessment of the Commercial, Financial and Technical responses in all submitted tenders.

5. The resulting contract will be based on the framework Terms & Conditions, including the Draft Order Form. As this is not a negotiated procurement, the Terms & Conditions cannot be amended following contract award.

6. You may raise questions about the tender and the requirement via the CCS eSourcing Suite. The deadline for asking questions is 12:00 noon, 26 February 2024. Please note that any questions raised, and the answers provided, may be shared with other interested suppliers. Any questions about the Terms & Conditions must be raised during this period, as the terms cannot be amended following contract award.

7. You must submit your Tender via the CCS eSourcing Suite by 12:00 noon, 13 March 2024. You should allow sufficient time for submission as late tenders will not be accepted. Tender responses should answer all evaluation questions, include all completed documents and provide all requested prices.

8. The following documentation should be submitted:
   - A Tenderers Response Form providing answers to all evaluation questions, the prices and signed documents.
   - A completed Pricing Table.

- A copy of the email confirming the Cyber Risk level has been met.

9.   The anticipated date for the contract award decision is 27 March 2024. Please note that this is an indicative date and may change.

Yours faithfully

Angela Benneworth
Commercial Manager

Contents

This invitation consists of the following documentation:

- Invitation to Tender:

- Tenderers Response Form
- Draft Framework Call Off Order Form
- Framework Call Off Terms & Conditions and Schedules (per CCS webpage)
- Cyber Risk Assessment

1.   Glossary

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

2.   Introduction

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

2.2   The resulting Contract will be for 3 years.

2.3   The maximum contract value is £7,500,000.00.

2.4   This resulting Contract will be between the successful Supplier and the Authority. This is a call off contract and as such the Authority cannot guarantee volumes of work.

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

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

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

3.   Terms of Participation

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

3.2   You may Submit one bid.

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

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

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

3.6   We may make enquiries. For example, where you either submit a bid:
- In your own name and or as a subcontractor and or as a member of a consortium connected with a separate bid.
- In your own name which is similar to a separate bid from another bidder within your group of companies.

This is so we can be sure that your involvement doesn't cause:
- Potential or actual conflicts of interest.
- Supplier capacity problems.
- Restrictions or distortions in competition.

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

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

3.9   You must not attempt to influence the contract award process. For example, you must not ever directly or indirectly:
- Collude with others over the content and submission of bids. However, you may work in good faith with a proposed partner, supplier, consortium member (if relevant) or provider of finance.
- Canvass our staff or advisors about this competition.
- Try to get information from any of our and/or Contracting Authority staff or advisors about another bidder or bid.

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

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

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

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

3.14 We reserve the right to exclude you if:
- You submit a non-compliant bid.
- Your bid contains false or misleading information.
- You fail to tell us of any change in the contracting arrangements between bid submission and award.
- You fix or adjust any element of the Tender by agreement or arrangement with any other person.
- The change in the contracting arrangements would result in a breach of procurement law.
- For any other reason provided in this Bid Pack.
- For any reason set out in the Public Contracts Regulations 2015.

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

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

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

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

3.19 The Contracting Authority will not be liable:
- Where parts of the Bid Pack are not accurate, adequate or complete.
- For any written or verbal communications.

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

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

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

3.23 You allow us to copy, amend and reproduce your bid so we can:
- Run the competition.
- Comply with law and guidance.
- Carry out our business.

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

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

4. **Further Competition Timetable**

4.1 The timetable below is 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	12:00, Monday 26 February 2024	Tenderers	CCS eSourcing Suite
Final Date for Requests for Extension to return date	12:00, Monday 26 February 2024	Tenderers	CCS eSourcing Suite
Authority issues Final Clarification Answers	28 February 2024	Authority	All Tenderers
Tender Return	12:00, 13 March 2024	Tenderers	CCS eSourcing Suite
Tender Evaluation Commences	14 March 2024	Authority	N/A

5.   Completing and Submitting a Tender

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

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

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

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

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

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

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

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

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

5.10   Submit your bid before the Bid Submission Deadline.

6.   Questions and Clarifications

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

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

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

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

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

7.   Tender Evaluation Summary

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

Highest Total Evaluation Score from the following evaluation elements:

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

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

Technical Quality Score (including Social Value) – Worth 80% of the total Evaluation Score.

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

Example calculation, for information purposes only and based on financial score worth 50% and technical score worth 50% - figures for this procurement may differ.
In this example, Tenderer B has the highest total evaluation score and is the winning tenderer.

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

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

7.4 Scores will be rounded to two decimal places.

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

7.6 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. Any information which does not relate directly to the evaluation, including marketing material, will not be evaluated. Hyperlinks to documents or references to websites should not be used, unless these have been requested.

7.7 Tenders will be evaluated based on the contents of their Tender response only.

7.8 Tenderers should submit only one priced proposal. Where more than one price or set of prices is submitted, only the first submitted priced proposal will be accepted.

7.9 Technical Evaluation will be undertaken independently from Commercial and Financial Evaluations. Technical evaluators will have no knowledge of associated prices. Tenderers must ensure that there are no prices shown within any technical criteria responses or supporting documents.

7.10 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.

8. Commercial Qualification Evaluation Criteria

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

8.2 A Tender will be considered non-compliant if:

- the Tender was not received by the due date and time.
- the full set of requirements cannot be delivered.
- any required delivery dates cannot be met.
- all Framework Terms & Conditions and have not been accepted.
- all required MOD Terms & Conditions and have not been accepted.
- any other required documentation was not submitted.

- any prices have been included in the technical responses and this is considered to have affected the evaluation process.

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

9.   Financial Price Evaluation Criteria

9.1   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.

9.2   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 and 3. Tenderer's entries shall only be made in the yellow highlighted boxes. All other boxes and calculations must not be amended.

9.3   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.

9.4   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.

9.5   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 services.

9.6   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 included a limit of liability under which the Authority shall be entitled to request additional services at the rates set.

9.7   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.

9.8   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.

9.9   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.

9.10 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.

9.11 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 £5,500,000.
- The Total Price estimated for all roles (Core Services and T&M) is greater than the total funding of £7,500,000.
- the Tender does not indicate a Total Price.
- the Tender has not provided prices for all items in the Pricing Table.
- the Tender requires the Authority to provide additional resource (other than any identified in the Statement of Requirements), therefore the pricing does not cover all requirements.
- the Tenderer has amended the calculations (highlighted yellow) within the Pricing Table.
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9.12 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.

9.13 The calculation used is the following:
<u>Lowest Price from a compliant Tender</u> 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

10.   Technical Quality Evaluation Criteria

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

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

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

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

10.5 The answer to each technical criteria should be no more than the number of words shown against each question at 10.9 below.

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

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

10.8 A Tender will be considered non-compliant if:

- the Tenderer has self-certified that that they cannot meet any of individual pass/fail criteria.
- the Tender receives points which are below the threshold set for any individual criteria.

10.9 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 you will provide a Service that is capable of meeting Outcome 1 (ref page 1 and 2 of the Statement of Requirements) including details of the proposed operational structure.	0, 30, 70 or 100	70	10%	10	750
2	Explain your approach and method - how you will provide a Service that is capable of meeting Outcome 2 (ref page 1 and 2 of the Statement of Requirements) including details of the proposed operational structure.	0, 30, 70 or 100	70	10%	10	750
3	Explain how you will use experience and knowledge to deliver outputs 1-11.	0, 30, 70 or 100	70	25%	25	3850
4	Demonstrate your ability to represent RN/Maritime stakeholder interests at national and international meetings/forums where exploitation of information and data is discussed in support of RN output and UK national security objectives.	0, 30, 70 or 100	30	5%	5	200
5	Demonstrate how you will use your experience in providing services using registered Chartered Engineers.	0, 30, 70 or 100	30	5%	5	200
6	Demonstrate how you will use your experience to deliver services to support information and digital functions specifically within the maritime environment.	0, 30, 70 or 100	30	10%	10	350
7	Demonstrate how you will use your experience to deliver maritime digital and ICT installation, commissioning, assurance and acceptance and the related engineering and information compliance activities.	0, 30, 70 or 100	30	10%	10	350
8	Demonstrate how you will use your experience to deliver project and programme management to recognised standards.	0, 30, 70 or 100	30	5%	5	200
9	Explain how you plan to represent RN/Maritime digital capability requirements into MoD Joint and Single Service programme/project boards to ensure enterprise level	0, 30, 70 or 100	30	10%	10	350

	digital solutions meet Maritime specific platform requirements.					
10	MAC3.4 - Explain how you will Demonstrate collaboration throughout the supply chain, and a fair and responsible approach to working with supply chain partners in delivery of the contract	0, 30, 70 or 100	30	5%	5	200
11	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	2.5%	2.5	200
12	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	200
				100%	100	7600

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

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

100 – High Confidence	70 – Good Confidence	30 – Moderate Confidence	0 – Low Confidence
In The Authority's opinion the Tenderers response to the requirements or criteria being assessed: addresses and demonstrates a thorough understanding of all elements of the requirement or criteria, where applicable.	In The Authority's opinion the Tenderers response to the requirements or criteria being assessed: addresses and demonstrates a sufficient understanding of most of the requirement or criteria, where applicable.	In The Authority's opinion the Tenderers response to the requirements or criteria being assessed: addresses and demonstrates an understanding of some of the elements of the requirement or criteria, where applicable.	In The Authority's opinion the Tenderers response to the requirements or criteria being assessed: does not address or demonstrate an understanding of most or all of the requirement or criteria, where applicable.
provides a comprehensive, unambiguous and thorough explanation of how all of the requirement or criteria will be delivered, where applicable.	provides sufficient detail and explanation of how most of the requirement or criteria will be delivered, where applicable.	is weak in some areas and does not fully detail or explain how some elements of the requirement or criteria will be delivered, where applicable.	does not demonstrate the ability to deliver most or all of the requirement or criteria, where applicable.
details a thorough explanation of how the full volumes and timescales of the requirement or criteria will be met, where applicable.	shows sufficient ability to meet most of the volumes and timescales for the requirement or criteria, where applicable.	indicates that some of the volumes or timescales for the requirement or criteria will be met but may be lacking detail 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,	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	does not demonstrate that most or all of the required standards or quality will be met, where applicable.

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.	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.

10.11   Social Value Overview (for criteria 10-12)

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

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

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

Defence is focusing on three, out of the five, priority Social Value themes that are most relevant for Defence:
- Tackling economic inequality.
- Fighting climate change; and
- Equal opportunity.

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

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

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

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

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

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

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

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

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

Using a maximum of 600 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 complying your answer, please refer to the Social Value Model Quick Reference Table, under Model Response Guidance for tenderers and evaluators for examples of types of evidence the tender evaluators are looking for: The written submission should be in 11pt Arial to meet the response requirement.

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

Model Award Criteria	Model Response Guidance for tenderers and evaluators *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 3.4: Demonstrate collaboration throughout the supply chain, and a fair and responsible approach to working with supply chain partners in delivery of the contract.	Activities that demonstrate and describe the tenderer's existing or planned: • Understanding of opportunities to drive greater collaboration in the supply chain. ● Measures to ensure supply chain relationships relating to the contract will be collaborative, fair and responsible. **Illustrative examples:** engagement; co-design/creation; training and education; partnering/collaborating; secondment and volunteering opportunities	
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

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

The calculation used is the following:

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

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

Tenderer	Total Marks	Score Calculation	Maximum Score Available	Technical Score Awarded
Tenderer A	70	(70 / 100) x 50	50	35
Tenderer B	90	(90 / 100) x 50	50	45
Tenderer C	80	(80 / 100) x 50	50	40

11. Award Decision

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

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

12. Other Information

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

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.

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

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

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

IR35

IR35 off payroll working rules are not expected to apply to this requirement as this is considered to be a fully outsourced service and the Winning Tender will be required to confirm acceptance of the HMRC CEST assessment.

Modern Slavery

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

Cyber Risk

A Cyber Risk Assessment has been raised and the profile is Low. The reference is RAR-208590400.

A Supplier Assurance Questionnaire does need to be completed.

Where a Supplier Assurance Questionnaire needs to be completed, Tenderers must complete and email this to UKStratComDD-CyDR-DCPP@mod.gov.uk who will confirm cyber risk compliance. A copy of the completed questionnaire and the compliance email should then be included 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 – Low Cyber Risk

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.	

Anticipated Date of Compliance	Comment

Statement of Requirements/Specification

THE PROVISON OF CAPABILITY DEVELOPMENT, SERVICE DELIERY MECHANISMS AND PROJECT MANAGEMENT FOR THE ENABLING SERVICES TEAM WITHIN THE MARTIME DIGITAL DELIVERY SERVICES DIRECTORATE.

Introduction

1. The Enabling Services Team (EST), part of the Maritime Digital Delivery Services (MDDS) directorate in Navy Digital (ND) provides a wide range of digital support and services. It is a cohered and centrally managed service, responsible for the technical assessment, design and delivery of a range of complex Information and Communications Technology (ICT) programmes and projects vital for maritime operations and ongoing management and delivery of current accepted activities. This requires experienced information and maritime system engineering and programme/project management expertise to enable the generation, delivery and sustainment of ICT capabilities across Navy Command (NC) in both the fixed environment and into operational maritime platforms.

2. The requirement for a Complex Problem Management (CPM) service to deliver the outcome and outputs below for a period of 36 months to ensure delivery of NC outputs in support of the Navy Digital and Data Plan outcomes.
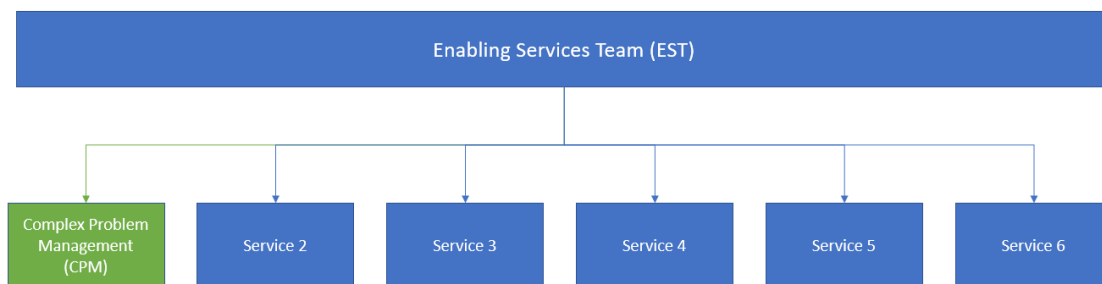

Figure 1 - Structure of Enabling Services Team

Deliverables Background

Outcomes

3. The EST are responsible for the delivery of 2 outcomes provided to NC and ND:

Outcome 1

a) To provide a fully functioning and coherent service to filter, triage and manage any incoming requests to ND using relevant Service delivery mechanism to provide solutions on a range of projects and programmes from across NC feeding into the generation, delivery and sustainment of Information Warfare/C51SR/ICT capabilities across NC in both the fixed environment and into operational maritime platforms. If accepted, the request must then be implemented, delivered and monitored as progress is made in line with standard project management best practice.

Outcome 2

b) Continued management, development and delivery of a wide range of inter-related ICT infrastructure capabilities current accepted by ND as listed in the outputs and activities below for as long as required.
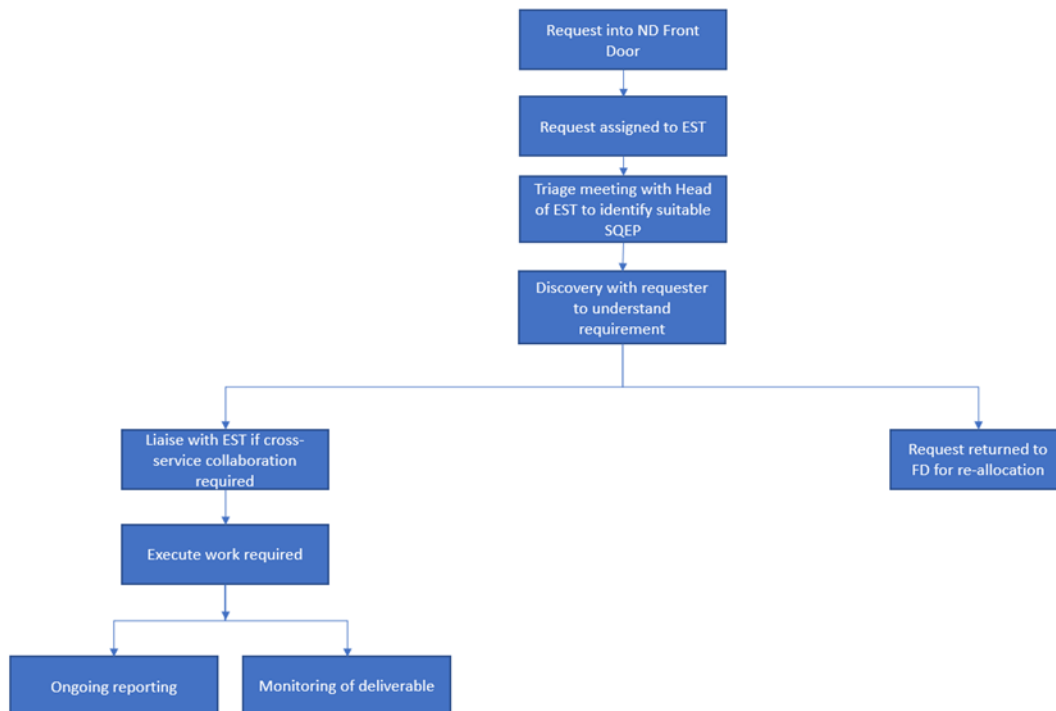
Figure 1 - Output 1 high level overview

Outputs

a) Manage delivery of the Recruiting and Attracting digital transformation programme to include candidate engagement pathway and associated compliance activities to defence standards.

b) Navy Digital's contribution to the Digital Towers (Aviation) change programme.

c) Oversight of all IT systems and services supporting the Naval Service use of the internet including IT services and support to Media/Media Ops and the RN Web.

d) Programme Management services to the Maritime Electronic Warfare Capability.

e) Support Navy Dockyards through the maintenance and upkeep of ICT infrastructure in support of wider Defence requirements, including awareness of the nuclear responsibilities across the dockyards.

f) Manage the implementation of Cloud Hosting Services through its transformation and change activity.

g) Technical support and management of Royal Navy's (RN) Defence Learning Environment (DLE).

h) Provision of Project Management support for Research, Development and Experimentation (RD&E) in the Command, Control, Communication, Computers, Cyber Intelligence Surveillance and Reconnaissance (C5ISR) environment.

i) Provide Leadership and oversight of a multidisciplinary team, developing the RN lived-in experience from both a Digital perspective as an enabler and the personal, social and welfare.

j) Provide Project Management capabilities for Project EVE, ensuring elements are delivered in time for full operating capability.

k) Ongoing installation, administration, and maintenance of Commercial Off the Shelf (COTS) software, third party bespoke software and in-house bespoke TARDIS software.

Overview of Requirement

4.   MDDS EST outputs support the delivery of the Navy Digital and Data Plan.

5. The requirement for a Complex Problem Management service to deliver the outcome and outputs below to ensure delivery of NC outputs in support of the Navy Digital and Data Plan outcomes.

These Service volumes are indicative to current service outcome requirements. All the service volumes indicated below are required to support outcome 1 as part of the volume of activity detailed below. This will be to provide appropriate support and services to any emerging requests into the service, supporting the Head of the Enabling Services Team, using previous experience and knowledge to aid prioritisation of workload.

Output	Required Output	Estimated Service Volume	Output Description
1	Manage delivery of the Recruiting and Attracting digital transformation programme to include candidate engagement pathway and associated compliance activities to defence standards.	660	Provide technical support to the digitisation of services within the People & Training (P&T) directorate, including support for Information and Communications Technology (ICT) solutions from hardware to hosting, along with advice on governance, information assurance, and ICT security as applied to Naval and maritime data and information systems.
2	Navy Digital's contribution to the Digital Towers (Aviation) change programme.	660	Provide technical Project Management support to Air Traffic Control Digitisation programme. Including design and installation of site active and passive infrastructure, 3rd party contractor management, and adherence to MOD ICT policy, procedures, and governance.
3	Oversight of all IT systems and services supporting the Naval Service use of the internet including IT services and support to Media/Media Ops and the RN Website	660	
4	Programme Management services to the Maritime Electronic Warfare Capability	660	Provide digital programme management for programmes and projects assigned by the Authority to deliver information effects in the maritime environment specifically Maritime Domain Awareness, and including business and operational network architecture, bearer systems, IT systems and applications including those for Command and Control (C2). All aspects of ICT and associated engineering governance, information assurance, engineering standards and ICT security as applied to Naval and maritime data and information systems.
5	Support Navy Dockyards through the maintenance and upkeep of ICT infrastructure in support of wider Defence requirements, including awareness of the nuclear responsibilities across the dockyards	660	Programme Management across a full spectrum of digital programmes and projects delivering digital outputs that enable current and future information-based capabilities supporting Navy Command Information, MOD and His Majesty's Government (HMG) defence and national security outputs.
6	Manage the implementation of Cloud Hosting Services through its transformation and change activity	660	Delivery of Cloud and Hosting (C&H) and Infrastructure as a Service (IaaS) within project timescales and on budget for both Navy Digital Hosting (NDH) and Navy Digital Hosting Deployed (NDHD).

			Write and submit business cases for the C&H Management Office to ensure, all resource, hardware, software and services are provided to deliver the required outputs. Oversee, direct and maintain the C&H Programme Management Office (PMO) project schedules as required, develop project milestones and track progress to ensure the project meets all deadlines.
7	Technical support and management of Royal Navy's Defence Learning environment	660	Providing technical support of the DLE on behalf of the Royal Navy.
8	Provision of Project Management support for research, Development and Experimentation (RD&E) in the C5ISR environment	660	Provision of support to coordinate C5ISR RD&E efforts for the Carrier Strike Group 2025 (CSG25) Deployment. Liaison across MOD, RN and Commercial elements to cohere effort, develop experimentation plan and objectives and support integration into task group.
9	Provide Leadership and oversight of a multidisciplinary team, developing the RN lived-in experience from both a Digital perspective as an enabler and the personal, social and welfare.	660	Provide oversight and coordination of a multidisciplinary team made up of various uniformed and non-uniformed personnel across NC to continuously develop the RN lived-in experience.
10	Provide Project Management capabilities for Project EVE, ensuring elements are delivered in time for full operating capability	660	Ensure that Navy Digital and Commando Force elements are delivered in time to enable the EVE capability to transition from sustainment to Strike Network integration towards Full Operating Capability (FOC).
11	Ongoing installation, administration and maintenance of COTS software, third party bespoke software and in-house bespoke TARDIS software	660	Management of all phases of software development life cycle for TARDIS software including through life management.

Total: 7260

Service Outputs in Detail

6. **Output 1**: "Manage delivery of the Recruiting and Attracting digital transformation programme (RITS) to include candidate engagement pathway and associated compliance activities to defence standards."

Activity	Description
1.1	Lead RITS Tester for the RN for bugs and user stories.
1.2	Be the primary point of contact for the RAF in regard to testing.
1.3	Write, add to, and improve the RITS user guide, supporting recruiters' navigation of RITS and teaching recruiters new and existing features of RITS.
1.4	Produce reports to the product owners of testing progress.
1.5	Provide enhancing documentation which notifies recruiters within the RN of any changes or enhancements that have happened within the RITS program.
1.6	Support any RN specific questions regarding testing or on how a new feature should be built for the RN.

7. **Output 2:** "Navy Digital's contribution to the Digital Towers (Aviation) change programme."

Activity	Description
2.1	Technical project management support to wider Air Traffic Management (ATM) digitisation programme
2.2	Knowledge of infrastructure (active and passive) at Royal Naval Air Stations and the requirements to support installation of remote ATM equipment.
2.3	Provision of advice and guidance both service related and technical to 3rd party suppliers of equipment ensuring that sites are capable of gaining operational output from remote ATM services.
2.4	Knowledge and awareness of safety and security of systems being introduced to MOD sites and networks.
2.5	Management of network services between specific Royal Naval Air Station (RNAS) sites, ensuring provision of resilient comms/data paths, ensuring provision of resilient comms/data paths.
2.6	Ensure the design of data/communication paths between host and remote sites is fit for purpose, understanding the rigorous requirements for ATM operations, and ensuring that the network is robust.
2.7	Understanding of advantages of technically diverse, geographical diverse and resilient networks used in air safety situations and applications.
2.8	Management of 3rd party provision of active and passive network infrastructure within and between RNAS sites.
2.9	Ensure provision of resilient/redundant comms/data paths to support the installation of equipment within buildings/sites.
2.10	Understand and support the installation Engineering Change Request (ECR) process within MOD sites.
2.11	Engage with required stakeholders through the ECR process to ensure compliant and safe installation.
2.12	Continuous engagement and support, both technical and operational, with 3rd party suppliers to ensure that the optimal design for passive infrastructure is achieved.
2.13	Liaise with RN sites to ensure that the required space allocation meets the requirements for equipment installation, using knowledge of Network Equipment Room (NER and building layouts to identify risks/issues that may affect operation.
2.14	Development of strategy to ensure MOD ICT compliance moving from proof of concept through to full Operating capability.
2.15	Provision of services related to the safety and security of the system, including a detailed understanding of the Release to Service process and MOD security processes to ensure compliance to MOD standards.
2.16	Provision of technical support to future ATM digitisation programme utilising more RNAS sites.
2.17	Development and design of active and passive equipment within the wider RNAS estate, including fibre optic and copper infrastructure to support future equipment installations.
2.18	Liaison and management of 3rd party suppliers to ensure that any change process or new requirements are implemented in the appropriate timescales and to MOD required standards.

8. **Output 3**: "Oversight of all IT systems and services supporting the Naval Service use of the internet including IT services and support to Media/Media Ops and the RN Web."

Activity	Description
3.1	Provide digital content management support to the Head of Media Comms
3.2	Oversee any digital change activity relating to the RN Web, ensuring compliance with government standards.
3.3	Translation of requirements into User Acceptance Stories to ensure a clear understanding between the customer and supplier
3.4	Management of Cloud environments relating to public hosting space
3.5	Provision of Programme Management support for Media Comms digital outputs, acting as Scrum Master/Product Owner as required in liaison with RN Digital partners

3.6	User account/ID Management support for Sitecore, Defence gateway, MOD Cloud and associate systems.
3.7	Technical point of contact/support triage for Navy Web based systems, including but not limited to Kings Harbour Master, UK Maritime and Trade Operations, NavyFit, Team Foundation Server, MS Dynamics and Forums
3.8	Support to procurement process in line with MOD Governance.
3.9	Management of client tender and clarification processes.
3.10	Requirements capture and creation of technical and other specifications.
3.11	Management of RN Web digital contract, to ensure effective delivery, within budget and competing priorities.
3.12	Provision of assistance around security clearance and passes for digital agency and contract staff.
3.13	Creation of Key Performance Indicators (KPI) and contract review points with suppliers.
3.14	Hold regular meetings with supplier and internal stakeholders.
3.15	SSL Certificate provision and management
3.16	Liaison between requirements owners/delivery teams/projects, SAC, accreditors
3.17	Invoicing, Budget reconciliation, forecasting and Limit of Liability (LoL) Management, queries regarding to billing, etc.
3.18	Point of contact for malicious activity, vulnerability reports and system outages
3.19	R&A support for technical advice on upcoming and flight projects.
3.20	Liaison with Army Digital for public hosting, Defence Gateway and SharePoint issues.
3.21	Support production of Accessibility statements, Data Protection Impact Assessments (DPIA) and other documentation.
3.22	Review of Statements of Works to ensure technical compliance and suitability, and cohesive outputs both internally and across defence.
3.23	Support for onboard & off boarding of suppliers in the digital space.
3.24	Management of Sitecore supplier relationship.
3.25	Briefing Navy Stakeholders at all levels.
3.26	Exploit web technologies and provide web technical advice across the chain of command.

9. **Output 4:** "Programme Management services to the Maritime Electronic Warfare Capability".

10. This output is to provide digital programme management across a full spectrum of digital programmes and projects delivering digital outcomes that enable current and future information-based capabilities supporting NC information, MoD and HMG defence and national security outputs.

11. The deliverables from this requirement and details of the activity expected for each of these deliverables are below:

Activity		Description
4.1.	Subject Matter Expert Advice	P3M/EW subject matter expert services provided to the Maritime Electronic Warfare Capability, both in-service and new capability.
4.2	Relationship Management	Manage the day-to-day relationship between NCHQ and Defence Equipment and Support (DE&S) and wider portfolio/stakeholders such at the new ship build programme
4.3	DELOD Capability	Manage the DLOD's to ensure coherent capability delivery
4.4	Scheduling	Manage the PMO scheduler to ensure the Integrated Schedule considers all DLOD activity to reflect true critical path; not just an equipment view.
		Engage with FGEN to ensure MEWP ship fit plan is coherent with the operation schedule, identifying opportunities outside of traditional maintenance periods to install capability.
4.5	Financial Planning	Support the Annual Budgetary Cycle (ABC) through attendance at the Forecast of Outrun (FOO) and Programme Cost Reviews (FCR)

		Manage the Formal Change Process Request process as necessary and work closely with the strategic finance Business Partner.
4.6	Risk Management	Manage the MEWP Risk, Issues and Opportunity management process, ensure Senior Responsible Owner (SRO) sees all risk on at least quarterly in accordance with MOD governance.
		Engage with DLOD stakeholders to agree risk escalation from DLOD to the programme level to de-escalation from programme management.
4.7	Security	Support all aspects of security to ensure programme is coherent with MOD governance, particularly Cyber Security Risk from the International Supply Chain; including the transition to Secure by Design.
4.8	Artefacts	Creation and management of Programme artefacts such as Governance Framework; Programme Manage; Benefits Realisation Plan, Risk management strategy, Stakeholder Management Plan; Integrated Assurance and Approvals Plans; Capability Acceptance Plan; Project Evaluation Plans.
4.9	Governance	Manage the PMO to ensure quarterly governance adheres to a battle rhythm of CIWG in month one, Project Board in month two and Program Board in month three.
		Create records of actions and decision for each governance board and manage the actions captured.
		Manage the MEWP SharePoint site to ensure artefacts of decisions are maintained as an audit trail and the JIRA reporting system for MEWP.
4.10	Approvals	Manage the MEWP Approvals in line with MOD Governance
		Manage the scrutiny (technical/legal/defence economics/cost assurance) of approvals through evidence working groups
4.11	MOD Centre Engagement	Manage the approvals of the 2 complex CAT A Projects that are delivered incrementally
		Agree the concept phase funding is consistent with MOD Governance
		Engage with Defence Portfolio and Approvals Secretariat to agree the approvals strategy
		Manage the approvals tracker and any approvals outletter actions, creating review notes/information notes to investment approval committee where needed
		Manage the requirement by engaging with Financial Military Capability to ensure the Joint Requirements Oversight Committee are content with the requirement
		Engage with Navy Requirements Oversight Committee to ensure subsequent re-validation of requirements as required to support the approval
		Arrange Defence Major Programmes Portfolio (DMPP) Sponsor group sessions as required
		Work with the Defence Major Programmes Portfolio team in MoD Directorate of Acquisition and Project Delivery to ensure Government Major Programmes Portfolio (GMPP) artefacts are produced and manage updates
4.12	HMT Assurance	Manage the annual Maritime Electronic Warfare System Integrated Capability (MEWSIC) update to HMT, engaging with DPAS in MoD main building.
		Provide pre-briefing notes as required and manage actions/information requests
4.13	External Assurance	Manage all aspects of the mandated Infrastructure Projects Authority (IPA) independent reviews, producing artefacts including financial approval.
		Ensure the IPA process is optimised to support the programme
		Manage the MEWP defence share site to allow external reviewers access to Official Sensitive (OS) material

		Arrange and prepare the interviewees; programme update to C.25 interviewees up to 3* level
		Coordinate the updating of recommendations to IPA and MoD
		Produce artefacts including financial approval
4.14	Best Practice	Provide best practice advice using Suitably Qualified and Experienced Person (SQEP) such as benefits management, risk management, IPA gateway reviews, NAVY performance group.
		Work with the Defence Major Programmes Portfolio team in MoD directorate of Acquisition and Project Delivery to optimise the project management reporting system.
4.15	Wider P3M Services	Ad-hoc Project, Programme and Portfolio Management services to wider ND projects

12. **Output 5:** "Support Navy Dockyards through the maintenance and upkeep of ICT infrastructure in support of wider Defence requirements, including awareness of the nuclear responsibilities across the dockyards".

13. This output is to provide programme management across a full spectrum of digital programmes and projects, delivering digital outcomes that enable current and future information based capabilities supporting NC information, MOD and HMG defence and national security.

Activity	Description
5.1	Support Navy Dockyards through the maintenance and upkeep of ICT infrastructure in support of wider Defence requirements
5.2	Liaise with key stakeholders up to 1* level including NBC's, Civil Service representatives, infrastructure directorates, Future Maritime Support Programme (FMSP) industry partners, ARMADA industry partners and site deliver agents to deliver outcomes.
5.3	Have a working knowledge of the Secure by Design (SbD) framework and principles, providing technical support to the generation of specific assurance evidence and adhering to the MOD Security governance framework.
5.4	Provide key knowledge and support of the Site Coordinating Installation Design Authority (SCIDA) principles and the ECR process.
5.5	Programme and project manage C51SR/ICT requirements in a complex maritime environment and across the DLODs
5.6	Have a broad knowledge of Defence communications and an in-depth knowledge of Royal Navy C5ISR requirements.
5.7	Ongoing interaction and liaison with key stakeholders across the DLOD enterprise including, but not limited to; Equipment Authorities (EAs), Defence Equipment and Support (DE&S), Defence Nuclear Organsiation (DNO), Force Generation (FGen) and Navy Command, for the ongoing development of outcomes.
5.8	Ongoing SQEP and support to Portsmouth Naval Base website development
5.9	Supporting with the creation of the business case and funding for Portsmouth Naval Bases Logs 100 store, working closely with the end customer, FGen and their strategic delivery organisation LSOC and DE&S.
5.10	Deliver the technical elements to support the BC for Portsmouth Naval Base (PNB) 100 store.
5.11	Support the delivery of the end solution for PNB 100 store through the close interactions between key stakeholders and business partners for the down select and high-level design solutions.
5.12	Improvement of the naval base resilience across the 4 sites, separating the co-located Global Connectivity Wide Area Network (GC WAN) points of presence.
5.13	In-depth knowledge of the associated commercial contracts across the 4 sites for deliverables and to cut across all defence contractors to ensure delivery of solutions to time and budget.

5.1	In-depth site knowledge across all Naval Bases and close liaison with site SCIDA and IDA service to oversee high level design solutions and generate discreet packages of work compliant with MOD policy.
5.15	Detailed understanding of each of the Naval Bases outputs, including its operating tempo and site specific nuances maintaining an awareness of the importance ICT plays and its associated implications to safety and assurance across a nuclear licenced site.
5.16	Modernisation of the backbone infrastructure across the 3 naval bases to provide a modern, robust and compliant network
5.17	Supporting of creation of the Above Secret facility into Devonport Naval Base using relevant SQEP to aid the creation of the Business Case and solutions management.
5.18	Engagement at the AS level and across multi-stakeholder communities of interest to deliver solutions and cost profiles.
5.19	Support to both Portsmouth Naval Base and Devonport Naval Base in the provision of core infrastructure to support digital cameras across the perimeter of the sites.
5.20	Production of network configuration diagrams and schematics in support of the digital cameras projects.
5.21	Identify gaps within network coverage across NB's and work with SCIDA and relevant Design Authorities to produce the high level design and generate business cases and funding to support remedial works.
5.22	Provide technical information on current and future status if the fixed ICT infrastructure to potential suppliers.

14. **Output 6:** "Manage the implementation of Cloud Hosting Services through its transformation and change activity."

Activity	Description
6.1	Ensure the C&H projects as required pass all approval gates for Authority to Test (AtT), Interim Authority to Operate (IATO) and Authority to Operate (ATO) on both OS and S environments.
6.2	Ensure the OneView Royal Fleet Auxiliary (RFA) Human Resource Application is hosted onto an appropriate Data Centre in time to meet the OpNET rollout onto RFA Vessels.
6.3	Manage all project risks, assumptions, Issued and Dependencies.

15. **Output 7:** "Technical support and management of Royal Navy's Defence Learning environment."

Activity	Description
7.1	Represent the RN at the DLE working groups and best practice sessions
7.2	Structure, style and manage the RN category on the DLE in accordance with DLE policies and guidelines
7.3	Provide oversight and assurance of sub-categories within the RN
7.4	Provide DLE SME advice to sub-category managers and course developers within the RN
7.5	Assign and remove RN DLE permissions as required
7.6	Manage the EN Alfresco area in accordance with extant Defence policies and guidelines
7.7	Manage and respond to RN DLE queries and issues as required
7.8	Champion the development of learning using the DLE

16. **Output 8:** "Provision of Project Management support for research, development and experimentation (RD&E) in the C5ISR environment."

Activity	Description
8.1	Coherence of RD&E projects within the C5ISR environment
8.2	Oversight of the realisation of experimentation in the physical maritime environment
8.3	Use outcomes of experimentations to inform future acquisition programmes for capability development

8.4	Manage and deliver for NC a smooth transition of commercial Sat-Comm services from SkyNet 5 Service Continuity Contract (SSCC) in the SkyNet 5 Service Delivery Wrap (SKN6 SDW)
8.5.	Ensure delivery of continuity of service to front line through life management, change management and obsolescence management
8.6.	Deliver a commercially and technically compliant route allowing ND to deliver to the RN Low Earth Orbit (LEO) commercial sat-com services that can be fitted in ships and used in the maritime environment.
	Deliver a commercially and technical compliant solution that provides the RN with affordable and secure 4G/5G services worldwide

17. **Output 9:** "Provide Leadership and oversight of a multidisciplinary team, developing the RN lived-in experience from both a Digital perspective as an enabler and the personal, social and welfare."

Activity	Description
9.1.	Gather requirements to identify improvements to the lived-in experience for personal in the maritime
9.2.	Provide Subject Matter expertise to work with NC Personnel and Training Division to develop future TB requirements for RN/RM/RFA personnel deployed and at sea
9.3.	Provide coherence across all ND Programmes, Projects and in-service capabilities that deliver internet access to RN/RM/RFA personel in fixed (shore) and deployed (at sea) environments
9.4.	Provide subject matter expertise on the development of welfare telephone service for RN/RM/RFA personnel deployed at sea.
9.5.	Assist Navy Personnel and Training Division with work to evolve and modernise the Deployed Operational Welfare packages and requirements as set out in MOD policy.

18. **Output 10:** "Provide Project Management capabilities for Project EVE, ensuring elements are delivered in time for full operating capability."

Deliverables	Description
10.1.	Provide business continuity for Project EVE capability sustainment and work towards and phased FOC with transfer of knowledge to Future Mission Partner and Strike Network Integration
10.2.	Project Manage EVE Platform integration on Maritime and Land based units as requirement by Commando Force Programme board
10.3.	Implementation and support of EVE onboarding onto HMS Bulwark between 2024-2026
10.4.	Act as Information DLOD owner for Commando Force Strike Network
10.5.	Coordinate agreed equipment and ILOD EVE FOC delivery activities
10.6.	Coordinate the EVE and SN software assurance and TLM support plan
10.7.	Support and attend EVE and Future Commando Force Project Boards, Capability Integration Working Groups and Programme Boards.
10.8.	Establish Project Governance including the E and ILOD elements of the EVE Project board
10.9.	Run ND elements of EVE project governance and drive BC's for additional ND project and technical resource as required
10.10.	Technical support to C4 and ISRAR Cloud capabilities and future requirements
10.11.	Provide ongoing technical support and planning to support and enable the exploitation of C4 and ISTAR digital capabilities on exercises and operations

19. **Output 11:** "Ongoing installation, administration and maintenance of COTS software, third party bespoke software and in-house bespoke TARDIS software."

20. The deliverables and activities expected from this output are as below:

Deliverable	Description

	Provide a stand alone Secret UK Eyes Only (SUKEO) to enable Independent Level 2 Assurance to NC for mandated Weapon Practices.
	Provide Independent Assurance to NC for Initial Test Firings for new equipment coming into service.
	Able to provide support to Multinational Exercises and Operations plus International Data Analysis.
	Operate and administer Data Reduction and Analysis Software tools to support the Marine Engineering Division.
	Able to provide Independent Assurance for Hull Vibration and Monitoring Analysis for the Continuous At Sea Deterrent (CASD) as mandated by NC.
	Provide a standalone SUKEO network to enable Independent Level 2 Assurance to NC for mandated Weapon Practices.

The following activities are required to fulfil Output 11.

Activity	Description
11.1.	Installation/administration/maintenance of bespoke and COTS software packages on TARDIS. Essential experience and professional acumen is required to carry out this work in order to build, configure and maintain Microsoft (MS) servers. Qualified to carry out MS server domain administration.
11.2	Installation/administration/control of Encryption software and associated Cryptographic Material, Anti-Virus software, patches and any necessary software to meet current security accreditation guidelines and therefore able to facilitate the implementation of all MoD security policy and how it is implemented
11.3	Conduct component level diagnostic hardware support (e.g., motherboard, disk drive, CPU), fault diagnosis, repair by replacement and upgrades. Therefore, able to demonstrate competence to manage all phases of hardware life cycle (planning, requirements, installation, test, acceptance and through life maintenance)
11.4	Conduct System Backup to allow business continuity in the event of an incident by being able to install, administer and maintain backup hardware and software.
11.5	Configure and install workstations on to the Local Area Network (LAN) as required by each user thus demonstrating knowledge of desktop and laptop builds, configuration and maintenance.
11.6	Developing 'in-house' bespoke analysis tools and software applications to enable users to conduct weapon system assessments accurately and within an agreed timescale.
11.7	Ensure existing applications are kept up to date as weapon systems are developed or replaced.
11.8	Maintain portable trials data recording equipment (currently GPS loggers, video capture) used to record data downloaded to TARDIS workstations.
11.9	To be onsite daily delivering outcomes with the TARDIS processing system and the Weapon/Marine Analysis teams ensuring system availability for analysis of operational capability.
11.10	Demonstrate competence to manage all phases of software development life cycle (planning, requirements, design, code, testing acceptance, trials, installation and through life maintenance)
11.11	Comply with MCTA business practices and routines using MS Word including document automation (Word VBA) and MS Visual Basic in order to work in applications written in Visual Basic. Proficiency in MS Excel plus the ability to work with Structured Query Language (SQL) databases.
11.12	Knowledge of RN Weapon and Command Systems and their data types.

Timescales

21. The Service will start on 1st May 2024 and run for 36 months.

Location

22. The main on-site location for this service is Navy Command HQ, Whale Island, Portsmouth, PO28ER.

23. Hybrid working is permitted when office attendance is not required.

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

25. Foreign travel will require Authority approval before these costs are met.

26. 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

27. 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.

28. Performance and Progress reviews will be held in line with the cadence below to examine performance against the stated areas of activity:

29.
    a) Weekly – Service lead to update MDDS/EST teams as required. Larger tasking will be covered by NAVY DIGITAL Activity List entries, backed by business-as-usual Remedy logging.

    b) 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.

    c) Annually – Annual report to the customer and forward look to set priorities and areas for improvement for the following year. Supplier to be in attendance.

Acceptance

30. Not required

Performance Management

31. 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.

KPI 1	
Triage	Triage
Representation of CPM service at EST triage meeting	Representation of CPM service at EST weekly triage meeting
Weekly	
'Good' (Contractual Target):	Weekly meeting attended
'Inadequate' threshold:	Weekly meeting not attended
Buyer Redress for failure to provide services at or above service levels.	Withhold 2% of payment due, in the month failure is assessed, if the service level is

	assessed as 'inadequate service level' or below.

KPI 2	
KPI Description:	Verbal or written weekly brief given to Head of EST.
Frequency	Weekly
KPI Performance Thresholds:	
'Good' (Contractual Target):	Weekly meeting attended
'Inadequate' threshold:	Weekly meeting not attended
Buyer Redress for failure to provide services at or above service levels.	Withhold 2% of payment due, in the month failure is assessed, if the service level is assessed as 'inadequate service level' or below.

KPI 3	
Applicable Outputs	1, 2, 3, 6, 7, 10, 11
KPI Description:	For each of the applicable outputs the Head of EST will send a customer feedback form to the associated organisations receiving those 'output services.' The Feedback form will contain 5 scoring areas rated between 0-5 making a total of 25.
Frequency	Quarterly
KPI Performance Thresholds:	
'Good' (Contractual Target):	23 and above in feedback form. (total)
'Approaching target' threshold:	19-22 in feedback form (total)
'Requires Improvement' threshold:	15-18 in feedback from (total)
'Inadequate' threshold:	14 or less in feedback form (total)
Buyer Redress for failure to provide services at or above service levels.	Withhold 6% of payment due, in the month failure is assessed, if the service level is assessed as 'inadequate service level' or below.

KPI 4	
Applicable Outputs	3, 4, 8,9
KPI Description:	For each of the applicable outputs a Monthly report is required to be submitted, providing an update on the related output activities.
Frequency	Monthly
KPI Performance Thresholds:	
'Good' (Contractual Target):	Monthly report Accepted with no changes.
'Approaching target' threshold:	Monthly report Accepted with 'minor changes'
'Requires Improvement' threshold:	Monthly report Accepted with 'significant changes'
'Inadequate' threshold:	Monthly report NOT received

Buyer Redress for failure to provide services at or above service levels.	Withhold 3% of payment due, in the month failure is assessed, if the service level is assessed as 'inadequate service level' or below.

KPI 5	
KPI Description:	% Triage requests assigned and prioritised by Head of EST responded to via the front door process in line with the priority rating table below (P3 unless otherwise specified)
Frequency	Weekly
KPI Performance Thresholds:	
'Good' (Contractual Target):	96%-100%
'Approaching target' threshold:	91%-95%
'Requires Improvement' threshold:	86%-90%
'Inadequate' threshold:	Less than 85%
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.

Priority	Criticality	Expected Resolution Time (Mon - Fri 0800 - 1700)	Comments
P1	Urgent – Mission Critical	ASAP/ < 2 hours* **	Most urgent issues that need immediate attention and addressed until resolution achieved. Loss affecting success of ongoing situation/ operation / incident.
P2	High - Mission Critical	< 4 hours* **	These issues/problems require an immediate response but do not completely affect an ongoing situation/ operation/ incident as other users still have the capability available.
P3	Normal - Non- Mission Critical	<24 hours* **	Not blocking some/most users from using the product/conducting their role but does require a quick response. A workaround is available
P4	Non- Mission Critical	<48 hours* **	These are questions or issues that will be addressed once higher priority issues are resolved.

Government Furnished Assets

32. The MoD will provide all of Information Communication Technology (ICT) required to deliver this service. No information is to be store or transmitted using supplier ICT.

33. The use of MoD ICT on which this requirement will be delivered requires a minimum of SC clearance.

Security

34. 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.

35. DV (Developed Vetting) will be required for specific service members due to the access and activities undertaken to deliver the stated outputs and must be in place at the start of the contract. The minimum number of services levels required across the outcomes/outputs for DV is 3300 service days.

Personal Data

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

Quality & Standards

37. The following publications apply to this requirement:

Item	Title
1	MOD Policy for Configuration Management
2	Information, Knowledge, Digital and Data in Defence
3	Defence Co-ordinating Installation Design Authority Manual of Regulations for Installation of Communication and Information Systems
4	CSEG Allied Military Security General (AMSG) Documentation
5	Referenced Standards
6	UK Statutory Instruments for SHEF
7	GDS Service Standard
8	GDS Service Manual
9	Guide to Engineering Activities and Reviews (GEAR)
10	MOD Design System
11	Web Content Accessibility Guidelines (WCAG)

Health & Safety

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

Environmental

39. Work to be conducted in line with MOD Environmental practice.

Onboarding

40. 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.

41. The supplier must conduct a formal start-up meeting within 4 weeks of the contract start to confirm and agree the delivery and resource plan, KPIs, progress reviews and reporting frequency.

42. Continuous service delivery is important so any gaps in service during implementation period must be communicated to the requirement owner, and a solution proposed.

Offboarding

43. 6 months prior to the end of the contract the supplier will:

    a. Generate a closing service delivery report that details the activities delivered by this contract against the stated statement of requirement.

    b. Review performance against the service KPIs and milestones.

    c. Generate a service transition plan.

    d. Conduct a documents, information, and knowledge capture.

    e. Correctly store and archive all information on MoD CIS in line with Navy Digital Information Management policy.

    f. Work with the customer to ensure preparations for a smooth transition in service.

    g. Generate a Learning from Experience report.

44. 2 weeks prior to the end of the contract the supplier will meet with the SOR and conduct the final transition planning meeting and present progress, issues and risks relating to closing-down or transitioning the service.

45. 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.

Software

46. N/a

Intellectual Property Rights (IPR) or Other Rights

47. N/a