



**RM6100 Technology Services 3 Agreement
Framework Schedule 4 - Annex 1
Lots 2, 3 and 5 Order Form**

Draft Order Form

This Order Form is issued in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100 dated TBC between the Supplier (as defined below) and the Minister for the Cabinet Office (the "**Framework Agreement**") and should be used by Buyers after making a direct award or conducting a further competition under the Framework Agreement.

The Contract, referred to throughout this Order Form, means the contract between the Supplier and the Buyer (as defined below) (entered into pursuant to the terms of the Framework Agreement) consisting of this Order Form and the Call Off Terms. The Call-Off Terms are substantially the terms set out in Annex 2 to Schedule 4 to the Framework Agreement and copies of which are available from the Crown Commercial Service website <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1234>. The agreed Call-Off Terms for the Contract being set out as the Annex 1 to this Order Form.

The Supplier shall provide the Services and/or Goods specified in this Order Form (including any attachments to this Order Form) to the Buyer on and subject to the terms of the Contract for the duration of the Contract Period.

In this Order Form, capitalised expressions shall have the meanings set out in Schedule 1 (Definitions) of the Call-Off Terms

This Order Form shall comprise:

1. This document headed "Order Form";
2. Attachment 1 – Services Specification;
3. Attachment 2 – Charges and Invoicing;
4. Attachment 3 – Implementation Plan;
5. Attachment 4 – Service Levels and Service Credits;
6. Attachment 5 – Key Supplier Personnel and Key Sub-Contractors;
7. Attachment 6 – Software;
8. Attachment 7 – Financial Distress;
9. Attachment 8 - Governance
10. Attachment 9 – Schedule of Processing, Personal Data and Data Subjects;
11. Attachment 10 – Transparency Reports; and
12. Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses.

The Order of Precedence shall be as set out in Clause 2.2 of the Call-Off Terms being:

- 1.1 the Framework, except Framework Schedule 18 (Tender);
- 1.2 the Order Form;
- 1.3 the Call Off Terms; and
- 1.4 Framework Schedule 18 (Tender).

Section A



General information

Contract Details	
Contract Reference:	710705451
Contract Title:	Provision of Capability Development, Delivery Mechanisms and Project Management for the Enable Service Team (EST) within the Maritime Digital Delivery Services (MDDS) Directorate. Complex Platform Management Services (CPM)
Contract Description:	The MDDS directorate in Navy Digital (ND) 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.
Contract Anticipated Potential Value: this should set out the total potential value of the Contract	£7,500,000.00 (excluding VAT)
Estimated Year 1 Charges:	TBC (excluding VAT)
Commencement Date: this should be the date of the last signature on Section E of this Order Form	TBC

Buyer details	
Buyer organisation name Ministry of Defence	
Billing address Your organisation's billing address - please ensure you include a postcode Navy Command, Leach Building, HMS Excellent, Portsmouth, PO2 8BY	
Buyer representative name The name of your point of contact for this Order TBC	
Buyer representative contact details Email and telephone contact details for the Buyer's representative. This must include an email for the purpose of Clause 50.6 of the Contract. TBC	
Buyer Project Reference Please provide the customer project reference number.	



710705451

Supplier details

Supplier name

The supplier organisation name, as it appears in the Framework Agreement
TBC

Supplier address

Supplier's registered address
TBC

Supplier representative name

The name of the Supplier point of contact for this Order
TBC

The Supplier shall notify the Authority if their representative changes to allow any requests from the Authority to be dealt with promptly.

Supplier representative contact details

Email and telephone contact details of the supplier's representative. This must include an email for the purpose of Clause 50.6 of the Contract.
TBC

Order reference number or the Supplier's Catalogue Service Offer Reference Number

A unique number provided by the supplier at the time of the Further Competition Procedure. Please provide the order reference number, this will be used in management information provided by suppliers to assist CCS with framework management. If a Direct Award, please refer to the Supplier's Catalogue Service Offer Reference Number.
TBC.

Guarantor details

TBC (if required).

Guarantor Company Name

The guarantor organisation name
TBC (if required)

Guarantor Company Number

Guarantor's registered company number
TBC (if required)

Guarantor Registered Address

Guarantor's registered address
TBC (if required)

Section B

Part A – Framework Lot



Framework Lot under which this Order is being placed

RM6100 Technology Services 3

Lot 3b: Operational Services – Operational Management



Part B – The Services Requirement

Commencement Date

See above in Section A

Contract Period

Lot	Maximum Term (including Initial Term and Extension Period) – Months (Years)
3b	36 (3)

Initial Term Months

36 Months

Extension Period (Optional) Months

Not Applicable

Minimum Notice Period for exercise of Termination Without Cause

30 Calendar days for Contract

(15 Calendar days for any Tasking Orders placed under the Contract)

Sites for the provision of the Services

Guidance Note - Insert details of the sites at which the Supplier will provide the Services, which shall include details of the Buyer Premises, Supplier premises and any third party premises.

The Supplier shall provide the Services from the following Sites:

Buyer Premises:

The main on-site location for this service is Navy Command HQ, Leach Building, HMS Excellent, Portsmouth, PO2 8BY. Hybrid working is permitted when office attendance is not required.

Supplier Premises:

Not Applicable

Third Party Premises:

Not Applicable

Buyer Assets

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.



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

Additional Standards

Developed Products must adhere to:

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)

Buyer Security Policy

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

DV (Developed Vetting) will be required for specific 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.

If Contractor personnel are required to access any classified information at MOD sites or on a MOD provided laptop, they must ensure that this information remains at those sites or on that laptop, unless otherwise agreed and detailed on a Security Aspects Letter. If Contractor personnel are working with any sensitive information they may be required to sign a Non-Disclosure Agreement and/or a Conflicts of Interest statement.

The Supplier and/or Supplier personnel shall return any Buyer Property (including passes and laptops) within 7 calendar days of a request from the Buyer, unless otherwise agreed. Where Supplier personnel still hold any Buyer Property which contains sensitive information (including passes and laptops), beyond the requested date of return, this may be considered a security breach.

Buyer ICT Policy

Guidance Note: where the Supplier is required to comply with the Buyer's ICT Policy then append to this Order Form below.

As detailed in JSP604



Insurance

Guidance Note: if the Call Off Contract requires a higher level of insurance cover than the £1m default in Framework Agreement or the Buyer requires any additional insurances please specify the details below.

Third Party Public Liability Insurance (£) - £1,000,000

Professional Indemnity Insurance (£) - £1,000,000

Buyer Responsibilities

Guidance Note: list any applicable Buyer Responsibilities below.

As detailed in Services Specification

Goods

Not Applicable

Governance – Option Part A or Part B

Guidance Note: the Call-Off Terms has two options in respect of governance. Part A is the short form option and Part B is the long form option. The short form option should only be used where there is limited project governance required during the Contract Period.

Governance Schedule	Tick as applicable
Part B – Long Form Governance Schedule	Applicable

The Part selected above shall apply this Contract.

Change Control Procedure – Option Part A or Part B

Change Control Schedule	Tick as applicable
Part B – Long Form Change Control Schedule	Applicable

The Part selected above shall apply this Contract. Where Part B is selected, the following information shall be incorporated into Part B of Schedule 5 (Change Control Procedure):

- for the purpose of Paragraph 3.1.2 (a), the figure shall be £1,000; and
- for the purpose of Paragraph 8.2.2, the figure shall be £1,000,000.

Section C

Part A - Additional and Alternative Buyer Terms

Additional Schedules and Clauses *(see Annex 3 of Framework Schedule 4)*

This Annex can be found on the RM6100 CCS webpage. The document is titled RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5.



Part A – Additional Schedules

Additional Schedules	Tick as applicable
S1: Implementation Plan	Applicable
S2: Testing Procedures	Applicable
S3: Security Requirements	Part A
S4: Staff Transfer	Applicable
S5: Benchmarking	Applicable
S6: Business Continuity and Disaster Recovery	Applicable
S7: Continuous Improvement	Applicable
S8: Guarantee	TBC if required
S9: MOD Terms	Applicable

Part B – Additional Clauses

Additional Clauses	Tick as applicable
C2: Security Measures	Applicable

Where selected above the Additional Schedules and/or Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.

Part B - Additional Information Required for Additional Schedules/Clauses Selected in Part A

Additional Schedule S3 (Security Requirements)

Security Management Plan To Be Held Separately

Section D Supplier Response

Commercially Sensitive information

Any confidential information that the Supplier considers sensitive for the duration of an awarded Contract should be included here. Please refer to definition of Commercially Sensitive Information in the Contract – *use specific references to sections rather than copying the relevant information here.*

TBC

Section E Contract Award

This Call Off Contract is awarded in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100.



SIGNATURES

For and on behalf of the Supplier

Name	TBC
Job role/title	
Signature	
Date	

For and on behalf of the Buyer

Name	TBC
Job role/title	
Signature	
Date	

Attachment 1 – Services Specification

STATEMENT OF REQUIREMENTS FOR THE PROVISION OF CAPABILITY DEVELOPMENT, SERVICE DELIVERY 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.

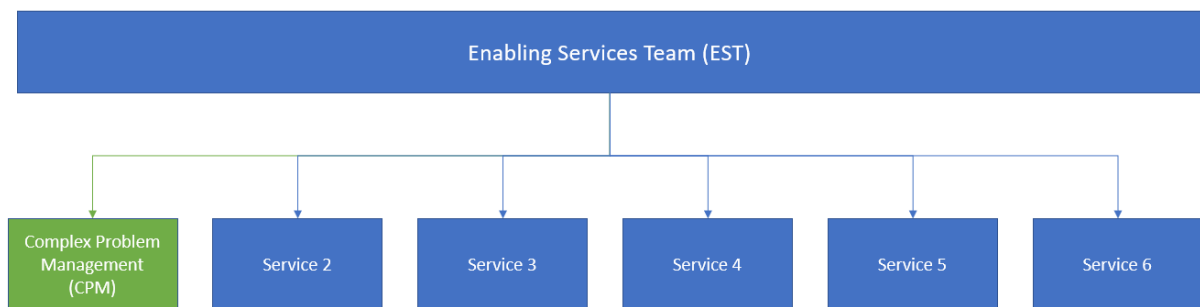


Figure 1 - Structure of Enabling Services Team

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.

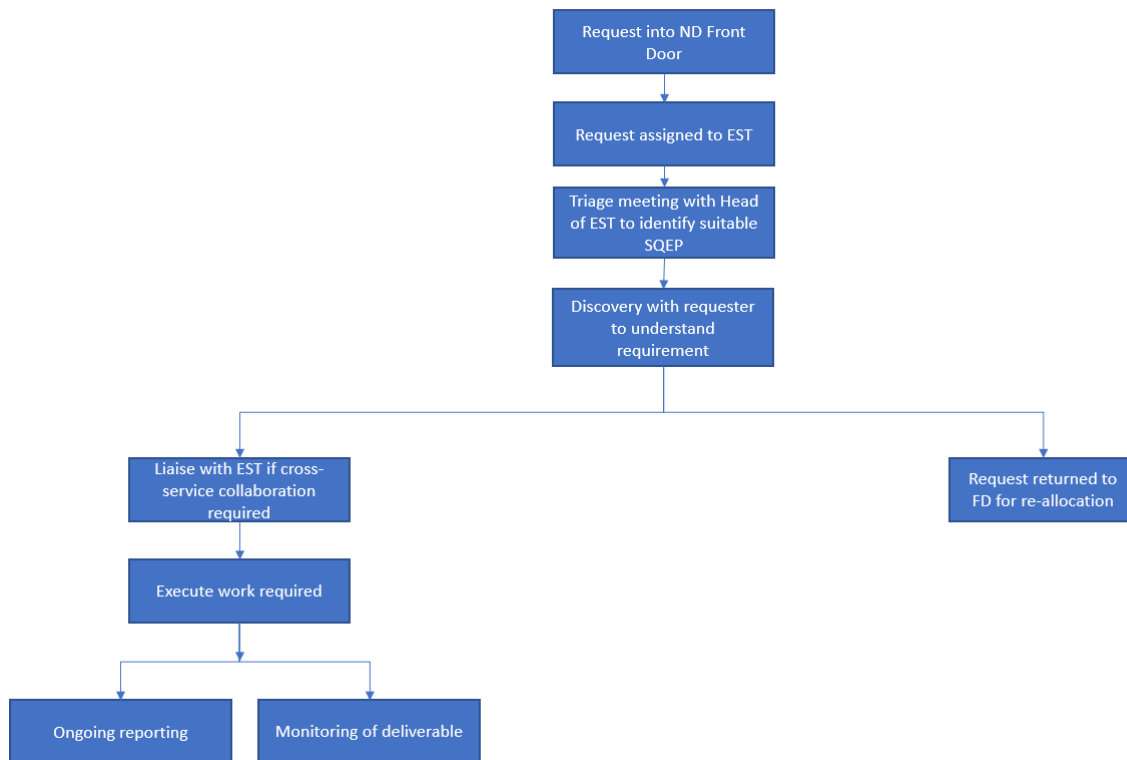


Figure 2 - Output 1 high level overview

Outputs

- Manage delivery of the Recruiting and Attracting digital transformation programme to include candidate engagement pathway and associated compliance activities to defence standards.
- Navy Digital's contribution to the Digital Towers (Aviation) change programme.
- 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.
- Programme Management services to the Maritime Electronic Warfare Capability.
- 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.
- Manage the implementation of Cloud Hosting Services through its transformation and change activity.
- 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, 3 rd party contractor management, and adherence to MOD ICT policy, procedures, and governance.
3	Oversight of all IT systems and services supporting the Naval	660	



	Service use of the internet including IT services and support to Media/Media Ops and the RN Website		
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 3 rd 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 3 rd 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 3 rd 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 3 rd 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 C5ISR/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 Organisation (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 of 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, Issues 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.
- 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.
 - 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.
 - 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.
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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



Attachment 2 – Charges and Invoicing

Payments to be made in arrears via CP&F/Exostar. Invoices must be accompanied with time sheets broken down by service and/or product to enable appropriate cost management by the Authority.

The process for Supplier on-boarding for CP&F shall include completing the full MOD registration process in Exostar.

An invoice shall only be valid if it has been submitted for the correct amount and tax treatment in Exostar.

The Supplier shall confirm the amount they consider to be due for payment, for any month or period, within 31 calendar days of the end of that month or period and shall submit invoices through CP&F/Exostar no later than 7 calendar days after that payment amount has been confirmed, unless otherwise agreed. All final amounts due under the contract must be confirmed by the Supplier within 31 calendar days of the end date of the contract, unless otherwise agreed.

Part A – Milestone Payments and Delay Payments

#	Milestone Description	Milestone Payment amount (£GBP)	Milestone Date	Delay Payments (where Milestone) (£GBP per day)
M1	Not Applicable			



Part B – Service Charges

Charge Number	Service Charges
TBC	

Part C – Supplier Personnel Rate Card for Calculation of Time and Materials Charges

Staff Grade	Day Rate (£)(excluding VAT)
TBC	

The Prices set for each item shall be the total maximum price the Contractor shall charge for the delivery of the goods and/or services covered within that item. No further costs shall be claimed by the Contractor and all prices quoted shall include as a minimum, but not be limited to:

- Any direct or indirect costs
- Any labour costs or personnel salaries, pensions or contributions
- Any costs for manufacture or provision of goods and/or services
- Any costs for delivery to the Authority
- Any fuel costs
- Any related travel and subsistence
- Any packaging
- Any import costs or charges
- Any implementation or exit costs
- Any sub-contractor costs
- Any IT or system related costs
- Any costs required to provide Authority access to systems or accounts

Additional Tasks or Services

The Authority shall be entitled to request additional tasks or services through the contract on both a firm price and a time and materials basis, dependent on the demand.

Where the Authority requires the supplier to complete an additional task that has clear deliverables or milestones, the Authority shall provide details of this requirement to the supplier in order for the supplier to provide a firm price for delivery of that task. If the Authority is content with the suppliers price, this task will be incorporated into the contract as an additional core service, for the relevant duration of the task, through a contract change.



Any additional services that are incorporated as core services will be included within the service level performance measures as per the contract.

Travel & Subsistence

Where supplier personnel are working at one of the base or additional locations (Portsmouth, Portsmouth, Corsham), the supplier shall not claim travel and/or expenses costs in relation to any work undertaken.

The supplier shall not claim travel and/or expenses costs in relation to general management of the services (for example, attendance at project boards, account and management meetings).

Where the Authority require supplier personnel to travel to any other locations, costs can only be claimed where they are clearly detailed with supporting evidence and in line with MOD rates.

DRAFT



Crown
Commercial
Service

Part D – Risk Register

An on-going Risk Register will be maintained and reviewed at contract meetings but each specific risk and update will not be incorporated into the contract order form.

DRAFT



Part E – Early Termination Fee(s)

The supplier will be paid any fees that are due for work already completed (provided it was to the required standard) and for any costs incurred in the process of delivering services which have not yet been completed but only where the supplier can evidence costs have been reasonably incurred prior to termination.

DRAFT

Attachment 3 – Outline Implementation Plan



IN SOR

The Suppliers Implementation Plan shall contain, but not necessarily be limited to, details of their:

- Implementation Programme
- Implementation management team
- Plans for management of implementation phase including scheduling/recording meetings
- Plans for liaison with any previous suppliers
- Establishment of suitably trained personnel
- Establishment of suitable IT systems
- Risk and Issues Management Plan
- Outline Disaster Recovery Plan
- Any dependencies on the Authority

DRAFT

Attachment 4 – Service Levels and Service Credits



Service Levels

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:	
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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.
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'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.
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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.

Attachment 5 – Key Supplier Personnel and Key Sub-Contractors



The Parties agree that they will update this Attachment 5 periodically to record any changes to Key Supplier Personnel and/or any Key Sub-Contractors appointed by the Supplier after the Commencement Date for the purposes of the delivery of the Services.

Part A – Key Supplier Personnel

Key Supplier Personnel	Key Role(s)	Duration
TBC		

Part B – Key Sub-Contractors

Key Sub-contractor name and address (if not the same as the registered office)	Registered office and company number	Related product/Service description	Key Sub-contract price expressed as a percentage of total projected Charges over the Contract Period	Key role in delivery of the Services
TBC				



Attachment 6 – Software

The Software below is licensed to the Buyer in accordance with Clauses 20 (Intellectual Property Rights) and 21 (Licences Granted by the Supplier).

The Parties agree that they will update this Attachment 6 periodically to record any Supplier Software or Third Party Software subsequently licensed by the Supplier or third parties for the purposes of the delivery of the Services.

Part A – Supplier Software

The Supplier Software includes the following items:

Software	Supplier (if an Affiliate of the Supplier)	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry
TBC							

Part B – Third Party Software



The Third Party Software shall include the following items:

Third Party Software	Supplier	Purpose	Number of Licences	Restrictions	Number of Copies	Type (COTS or Non-COTS)	Term/ Expiry
TBC							

Attachment 7 – Financial Distress

For the purpose of Schedule 7 (Financial Distress) of the Call-Off Terms, the following shall apply:

PART A – CREDIT RATING THRESHOLD

Entity	Credit Rating (long term) <i>(insert credit rating issued for the entity at the Commencement Date)</i>	Credit Rating Threshold <i>(insert the actual rating (e.g. AA-) or the Credit Rating Level (e.g. Credit Rating Level 3))</i>
Supplier	TBC	
[Guarantor]		
[Key Sub-contractor 1]		
[Key Sub-contractor 2]		

PART B – RATING AGENCIES

Dun & Bradstreet

Attachment 8 – Governance

PART B – LONG FORM GOVERNANCE

For the purpose of Part B of Schedule 7 (Long Form Governance) of the Call-Off Terms, the following boards shall apply:

There shall be one Contract Board comprising:

Service Management Board
Programme Board
Change Management Board
Technical Board
Risk Management Board

BOARD	
Buyer Members of Contract Board (include details of chairperson)	To be confirmed following start up meeting
Supplier Members of Contract Board	To be confirmed following start up meeting
Start Date for Contract Board meetings	Start up meeting within one month of contract signing
Frequency of Contract Board meetings	To be confirmed following start up meeting
Location of Contract Board meetings	To be confirmed following start up meeting

Attachment 9 – Schedule of Processing, Personal Data and Data Subjects

Not Applicable

DRAFT

Attachment 10 – Transparency Reports

Title	Content	Format	Frequency
Performance	Details of performance against KPI's	Online via Government transparency website	Quarterly, if required in line with any Cabinet Office guidance
Contract	Contract Information and Total Price – commercial and personnel sensitive information redacted	Online via Government transparency website	At contract award

Annex 1 – Call Off Terms and Additional/Alternative Schedules and Clauses

1 The Contractor shall, and shall procure that their Sub-contractors shall, notify the Authority in writing as soon as they become aware that:

- a. the Contract Deliverables and/or Services contain any Russian/Belarusian products and/or services; or
- b. that the Contractor or any part of the Contractor's supply chain is 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 providing 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 with which the UK has a relevant international agreement providing reciprocal rights of access in the relevant field of public procurement.

2 The Contractor shall, and shall procure that their Sub-contractors shall, include in such notification (or as soon as reasonably practicable following the notification) full details of the Russian products, services and/or entities and shall provide all reasonable assistance to the Authority to understand the nature, scope and impact of any such products, services and/or entities on the provision of the Contract Deliverables and/or Services.

3 The Authority shall consider the notification and information provided by the Contractor and advise the Contractor in writing of any concerns the Authority may have and/or any action which the Authority will require the Contractor to take. The Contractor shall be required to submit a response to the concerns raised by the Authority, including any plans to mitigate those concerns, within 14 business days of receipt of the Authority's written concerns, for the Authority's consideration.

4 The Contractor shall include provisions equivalent to those set out in this clause in all relevant Sub-contracts.

To ensure information held on the 'MOD Enterprise Directory' is accurate, by contract commencement date, embedded workers with MOD.net accounts are to make best endeavours to clearly identify as a 'Contractor' within the Rank/Grade of their MOD.net Tally and Enterprise Directory Data. In addition, 'Contractor' must clearly be stated as their rank within the workers organisation Signature block.

Within the duration of this contract, all staff embedded at HM Establishments may be required to complete a Conflicts of Interest declaration. The supplier will also be required to ensure a Compliance Regime is enacted if any personnel provided by the supplier will be involved in the process for re-letting any follow on or other contracts for which the supplier may tender.

MOD shall own all IPR on any data, code, or development undertaken during the delivery of any professional service. IP related to Software provision i.e., SaaS will be defined within tasks.

ANNEX - MOD DEFCONs AND DEFFORMs

DEFCON NUMBER	DESCRIPTION
DEFCON 5J	Unique Identifiers
DEFCON 68	Supply Of Data For Hazardous Articles, Material and Substances
DEFCON 76	Contractors Personnel At Government Establishments
DEFCON 129J	The Use Of Electronic Business Delivery Form
DEFCON 516	Equality
DEFCON 520	Corrupt Gifts And Payments Of Commission
DEFCON 522	Payment And Recovery OF Sums Due
DEFCON 531	Disclosure Of Information
DEFCON 532A	Protection Of Personal Data
DEFCON 601	Redundant Materiel applies in relation to DEFCON 611
DEFCON 611	Issued Property
DEFCON 658	Cyber
DEFCON 659A	Security Measures
DEFCON 660	Official Sensitive Security Requirements
DEFCON 671	Plastic Packaging Tax
DEFCON 694	Accounting For Property Of The Authority
DEFCON 707	Rights in Technical Data
DEFCON 703	Intellectual Property Rights – Vesting In the Authority
DEFFORM NUMBER	DESCRIPTION
The full text of Defence Conditions (DEFCONs) and Defence Forms (DEFFORMS) are available electronically via https://www.gov.uk/guidance/knowledge-in-defence-kid	