Title: Maritime & Coastguard Agency – Contract for the Provision of a Cloud Based Requirements Management System
Reference Number: TCA 3/7/1088

1   Summary

1.1   The UK Maritime & Coastguard Agency satisfies national and international obligations for aeronautical and maritime search and rescue by operating a fleet of search & rescue helicopters. It also supports the emergency services by providing SAR aviation assets to locate and retrieve persons in distress, potential distress or missing; provide for their medical or other needs and deliver them to a place of safety.

1.2   Previously provided jointly by RN, RAF & HMCG, responsibility for the current service was transferred wholly to HMCG in March 2016 when the new ARCC was activated at the National Maritime Operations Centre, Fareham.

1.3   The present service operates helicopters based at ten strategic locations around the UK, utilising a mixed fleet of Sikorsky S-92 and Augusta Westland 189 aircraft types.

1.4   The MCA are currently gathering requirements for all aviation within the MCA portfolio, the largest and most complex of which is the next generation SAR helicopter service (UKSAR2G). Critical to the success of MCA aviation procurement, is the effective, auditable and traceable management of requirements.

1.5   Currently, requirements are managed using Microsoft Word, which does not have the capability to manage large projects without incurring a high level of risk in terms of monetary cost and reputational damage nationally and internationally if the contract is not managed in an auditable manner with requirements clearly defined.

2   Requirement

2.1   The MCA requires a cloud-based solution that enables the capture, traceability, analysis and management of requirements, allowing the improved management of project scope and cost within the organization and supply chain.

2.2   The supplier shall provide evidence of the capability of the solution offered against the following;

- The solution shall be capable of importing and exporting data in a range of formats, including Word, Excel, PDF, etc in an editable format.
- The solution shall have a proven track record of managing requirements for large and complex projects [1]over a prolonged period.
- Supplier shall provide evidence to demonstrate the capability of supplying training and support over the life of the contract.
- The supplier shall provide a Cloud based solution to allow the gathering of requirements across multiple projects.
- The solution shall allow real time collaboration, sharing data between project team members at disparate locations.

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[1] The MCA definition of a large and complex project is anything over £1bn

- The solution shall ensure the traceability of requirements from high level user requirements through to detailed system requirements
- The Solution shall allow the linking of requirements.
- The solution shall provide an audit trail of updates and changes made. A historical, date and time stamped, record of all updates and changes shall be recorded against each contributor at an individual level, together with the time and date of change.
- The system shall provide access for 3 users at edit / update level and 12 additional users at read only access level.
- The supplier shall provide consultancy to allow initial set up of the system and data migration and an additional one-day consultancy per annum on an hourly call off basis.
- Training for 3 users shall be provided at MCA Head Office, Southampton or National Maritime Operations Centre, Fareham, Hampshire
- Details shall be provided of existing user communities working on large and complex projects, to allow knowledge sharing, education and support.
- The solution shall provide scalability to allow use by other projects and additional users
- The solution shall allow the requirements to be copied and edited for use on other projects.

3   Scope

3.1   The Aviation team initially plan to utilise the software package to manage the requirements across the MCA Aviation portfolio, including UKSAR2G and Aerial Surveillance (ASV). The MCA plan to source an application that is both industry standard and scalable to allow other departments within the Agency to benefit from a common platform for requirements management over time.

3.2   Such applications are in widespread use by our Stakeholders, Other Government Departments (OGD) and Industry, it is expected that the Aviation team will develop as a Centre of Competence within the Agency.

4   Objectives –

4.1   Your proposal must meet the following objectives:

- Management of requirements gathering in a consistent fashion, minimising workload.
- Real time collaboration, sharing a common data set between project team members at separate locations, saving time and travel cost.
- Recording an audit trail of updates made, ensuring security and clarity.
- Traceability of requirements and the ability to identify and time date stamp changes made by each contributor at individual level.
- Delivery of stakeholder accountability for requirements.
- Provision of historical record of requirement changes.
- Minimising of risk arising from the inaccurate or incomplete gathering of requirements.
- Reduction of workload by enabling the re-use of requirement details for other projects.
- Eradication of transcribing errors through the electronic exchange of data with other industry standard procurement systems, such as AWARD.

- High level of professionalism to 3rd parties including industry suppliers, Stakeholders and OGD.
- Eliminating the need for manual document version control management.

5. Confidentiality and Security

5.1 The successful bidder will be expected to take all appropriate measures to ensure that confidential or sensitive material is not disclosed, in accordance with the Contract Terms and Conditions and will expected to sign a Non-Disclosure Agreement on award of contract.