**Annex B**

**USER REQUIREMENT DOCUMENT**

**(Statement of Requirements)**

**HOCS1C/00026**

**for**

**THE PROVISION OF TECHNICAL SUPPORT FOR HOSTING BOWTIE DII**

**BowTie XP and Incident XP Application Hosting**

**User Requirement Document**

**Revision 004**

**Dated 12 Oct 16Project Document History**

**Revision History**

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**SECTION 1**

**1.1 Abbreviations**

CA Contract Award

DFTS Defence Fixed Telecommunications Service

DII Defence Information Infrastructure

DSAS Defence Security and Assurance Services

GF Government Furnished

IKM Information Knowledge Management

MAA Military Aviation Authority

MoD Ministry of Defence

RLI RESTRICTED LAN Interconnect

RSE Request for System Enhancement

SLA Service Level Arrangement

VMI Virtual Machine Interface

**Section 2 - INTRODUCTION**

**2.1 Project overview**

2.1.1 This document defines the Military Aviation Authority’s statement of requirement for the provision of a secure application hosting service for Bowtie XP, Incident XP and Bowtie Server software on the RLI.

2.1.2 This document contains information relating to the project and may be used for the sole purpose of the project. Disclosure or reproduction to any third party is not allowed without the prior written permission of the MAA.

**2.2 Summary of services**

2.2.1 The scope of the requirement is outlined below:

a. The supplier will be required to proide evidence of the following security considerations:

(1) Accreditation to JSP 440 - Defence Manual of Security.

(2) Conformance to JSP 441 - Managing Information in Defence.

(3) Conformance to JSP 604 - Defence Manual of Information and Communications Technology.

b. BowTie is considered to be safety critical in the management of RtL held at Duty Holder Level. The proposed host site must have a comprehensive Business Continuity Plan demonstrating information assurance and access.

c. Install and set to work the BowTie XP, Incident XP and Bowtie software Server applications for the MAA and the wider regulated Community (RC).

d. Set up of the MOD provided BowTie XP and Incident XP licences and Bowtie Server software as defined in Section 5.4 including support and maintenance.

e. Provide technical support (the Services) to the BowTie XP, Incident XP and Bowtie Server software hosting service from the start of the contract for 2 years. (2-year Service period).

f. The procurement of BowTie XP, Incident XP and Bowtie Server Support and Maintenance to cover the full 2-year Service Period.

g. The provision of VMI Shared Drives as defined in Section 4.6 to store Official Sensitive BowTie XP & Incident XP template files and completed outputs.

h. Support the requirement for all named users to be able to access the system concurrently (number of named users TBC).

**2.3 Areas of work that the service needs to consider**

2.3.1 The services to be provided are as follows:

a. Set-up services.

b. Ongoing services:

(1) Management.

(2) Hosting.

(3) User account management.

(4) Service availability.

(5) Fault response service.

(6) Hardware.

(7) Software.

(8) Networks and RLI connectivity.

(9) Helpdesk.

(10) Security accreditation.

**Section 3 – BowTie XP and Incident XP Service**

The following system diagram is the MOD’s view of how the BowTie XP & Incident XP RLI Service may operate:

* Change to software – New Reports, etc
* Inquiries – How do we do this?
* Faults – Screenshots & description of

issues e-mailed to CGE Risk from the 1st Line Helpdesk

***Hosted on server****.*

**BOWTIE Production System**

* **BowTie XP, Incident XP and Bowtie software hosting**
* **VMI Desktop and Shared drives**
* **Service Level Agreement.**

**MoD End User Devices supplied by ATLAS**

**Key**

Blue = Supplied by preferred bidder

Grey = Supplied by DFTS

Red = Monitored by preferred bidder

Green = DII supplied by ATLAS

Orange = Supplied by CGE

**2nd line support for Servers, SAN, network equipment & backup devices**

**1st line Helpdesk and Call Logging**

**BowTie XP, & Incident XP Software and Software Support**

**Helpdesk**

**RLI service supplied by DFTS**

equipment, backup devices

**Section 4 - Set-up**

**4.1 Overview**

4.1.1 In relation to the areas of work listed in section 2, the supplier will be required to provide the services described herein:

**4.2 Key milestones**

4.2.1 The supplier will be required to work together with the MAA to define a detailed delivery programme but it is expected the following key milestones will apply:

1. Contract award (CA) – 15 Jan 2017.
2. Completion of BowTie XP, Incident XP and Bowtie Server migration and infrastructure set-up (CA + 2 weeks).
3. User acceptance testing (CA + 6 weeks).
4. System go live (CA + 10 weeks).
5. Service provision contract duration (01/04/2017 – 31/03/2019).

**4.3 GF\***

4.3.1 The MAA will provide the following as GF\* during the set-up period and beyond as required:

a. Sufficient royalty-free, non-transferable BowTie XP and Incident XP licences and Bowtie Server software and existing support and maintenance to cover the users of this service, enduring for the entirety of the contract, to enable use of the software for the purposes of this URD or as advised by the MAA. The number of licences and users may change throughout the duration of the contract.

b. Existing BowTie XP, Incident XP and Bowtie Server content needed for the service, including outputs to be stored on the VMI file share area.

c. One BowTie XP and one Incident XP licence and Bowtie Server software for the supplier, for the duration of the contract for support and training purposes.

d. Details of the MOD or industry users to be included in the BowTie XP and Bowtie Server system including confirmation that all the following activities have been carried out:

* 1. Security vetting and proof of identity of all users and their approval for them to have access to the content held by the BowTie service.
  2. That the end user is MOD sponsored.
  3. That the end user meets with the Government security criteria including conformance with Security Operating rules and is willing to agree to procedures (SyOPS).
  4. That the end user is willing to share personal data required to set them up on the BowTie XP and Bowtie Server service and that this data will be only be used for the purposes of running this service.
  5. That the user of this system has been briefed that this service is not to hold any ITAR, EAR or data subject to special conditions. Any need to handle such materials should be discussed with the MOD & the service provider and is out with this service provision.

e. A full list of user accounts including a map of the data to be imported with each user.

1. All initial data to be imported to the system on appropriate media.
2. A structure for the file share component and a list of agreed personnel who will require

access to each of these components.

**4.4 End user responsibilities**

4.4.1 The end user will be responsible for the following:

1. Adherence to MOD security and the Syops policy.
2. Notifying the MOD & Service provider should they no longer need access to the service in order to allow termination of their account and removal of any personal data held.
3. Seeking permission from the MOD sponsor for the access privileges required to use the system prior to contacting the Helpdesk.
4. ‘Offline’ handling and distribution of OFFICIAL information up to and including Official Sensitive.
5. Connection and maintenance of their user device to the RLI
6. Observance of the fair usage policy.
7. Where the end user is an Access Group Leader they will need to specify what level of security access is needed to the file share area and which users are authorised to have access.
8. Agree to the sharing of personal data to enable set up on the BowTie service (account details and a unique identifier). They will also be responsible for identifying any sensitive personal data and any constraints of use of that data.
9. To ensure that any data migrated into the BowTie service is not subject to special conditions such as ITAR, EAR, IPR, etc or anything that would demand additional identify and access control processes.

**4.5 End User Device Requirements**

4.5.1. The MAA requires a virtual desktop with the all components to make the service work but accepts that the following will be provided by the MOD end users:

a. Access to the RLI, either as a direct link or through an Industry SMI connection and/or use of an appropriate UAD to access the RLI link.

**4.6 Supplier set-up activities**

4.6.1 The following set up activities are to be performed by the supplier or the software provider (CGE Risk) before the service provision can be initiated:

a. Provide evidence of the Restricted Risk Management Accreditation Document Set (RMADS) for hosting BowTie XP, Incident XP and Bowtie Server applications.

b. Installation of the BowTie XP, Incident XP and Bowtie Server application software.

c. Provision of the RLI infrastructure to host BowTie XP, Incident XP and Bowtie Server applications.

d. Provision of a Dev / Test /Training server environment for BowTie XP, Incident XP and Bowtie Server applications

e. Provision of a dedicated Restricted DNS website registration for BowTie XP, Incident XP and Bowtie Server applications on the RESTRICTED domain.

f. Initial user account creation for those specified in section 5.4 Software.

g. Initial data import to consist of not more than 50GB of data.

h. The creation and management of RLI Active Directory Domain accounts for the service.

i. Set-up of File Share folders and administration controls, as shown below, for each

organisation:

This is purely indicative. There will be a requirement for more than 3 folders at level 2 and more than 3 folders at level 3. The file share area must be sufficiently flexible to be able to add folders when required.

**4.7 Exclusions**

4.7.1 The MOD recognises the supplier will need time to complete the necessary accreditation of the BowTie XP, Incident XP and Bowtie Server service via the MOD accreditor, DSAS, and appreciate that any additional costs arising from an accreditor review will need to be costed separately.

**4.8 MOD acceptance of the service**

4.8.1 In order to demonstrate the successful completion of the BowTie XP, Incident XP and Bowtie Server application set up phase, the supplier will be provided with a representative of the MAA to attend their location in a timely manner to review and sign off the set up. The supplier will be expected to demonstrate to the nominated representative that the Live service and Training areas for BowTie XP, Incident XP and Bowtie Server can be accessed from a URL on the RLI, from a supplier’s terminal and from a DII Laptop and that any initial data import has been successful and complete.

4.8.2 The MOD representative shall also verify that the establishment of a test User Account has been successful.

**Section 5 – ONGOING SERVICE**

**5.1 Hosting**

**5.1.1** This section outlines the requirements for the ongoing service provision of the BowTie XP, Incident XP and Bowtie Server applications for the period of the contract.

**5.2 Service Level Agreement (SLA)**

5.2.1 The BowTie XP, Incident XP and Bowtie Server application hosting service is will be required to supply the following levels of functionality:

* + - 1. The target system availability is to be 95%, from 0730 - 1700, Monday to Friday.

5.2.2 Helpdesk support will be needed by the MOD as follows:

a. Monday to Thursday – 08:00 to 17:00 (excluding weekends, UK & Dutch (see Annex A) bank holidays and Christmas shut-down period)

* + - 1. Friday – 08:00 to 16:00 (excluding weekends, UK bank holidays and Christmas

shutdown period).

* + - 1. Out of hours support may be requested by the MOD and it is accepted that this will incur an additional cost.
      2. Availability will be measured on a monthly basis and will exclude any scheduled downtime and unavailability caused as a result of actions outside the control of the supplier, such as a fault with the end user device or the loss of the RLI network.
    1. Uptime will be calculated as follows:

Available hours - downtime

Uptime (%) =

Available hours

X100

**“Available hours” is the sum total of hours falling within the Availability Period in a single month.**

**“Downtime” is the number of hours during the Availability Period when either a Priority 1 or Priority 2 fault remains unresolved.**

5.2.4 The supplier will be expected to submit periodic advanced notifications of planned maintenance to systems in order to perform service enhancements, software upgrades and technical refreshes. All advanced notifications must recognise the need to minimise business impact and at least 7 working days notice must be given to both the MAA and the CGE Risk team.

5.2.5 The MAA will be able to request an alternative maintenance window within 2 working days of receipt of any advanced notification from the supplier. Such requests should not be unreasonably refused. Where such planned maintenance is approved, the Availability Period shall not include the hours during which the planned maintenance is performed.

5.2.6 In the event of an unexpected occurrence, the supplier will record any such occurrence as a separate technical issue. Those technical issues will be reviewed and prioritised in line with the table below. The supplier is requested to indicate what the expected response times will be for each of the priorities in Table 1.

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority** | **Typical Scenario** | **Software Response Times** | **Hardware Response Times** |
| **Critical** | System capability severely degraded or down  Restricted service available  No work round  Business impact important |  |  |
| **Major** | System capability degraded  Some business impact  Short term work round available |  |  |
| **Minor** | System capability intact but usability degraded  No business impact  Work round acceptable |  |  |
| **Request for System**  **Enhancement (RSE)** | A change to the agreed scope or design. |  |  |

**Table 1 - Technical Issue Priority Response Times**

**5.3 Hardware**

5.3.1 All hardware provided for the BowTie XP, Incident XP and Bowtie Server application hosting service will be provided and owned by the supplier.

5.3.2 The supplier shall monitor and manage configuration control of the Hardware platform and will be responsible for all security patches and anti-virus updates as provided by the MOD Dobus service.

**5.4 Software**

5.4.1 Ownership of BowTie XP and Incident XP licenses will be retained by the MOD. All data produced within the secure application hosting service will remain the property of the MOD. The licence users will be spread across the Defence Aviation Community and will all require support and maintenance. The anticipated number of licences are detailed in Table 2.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Licence Types** | | |
| **Bowtie XP** | **Incident XP** | **Bowtie Server Web Viewer Licences** |
| Anticipated Number of Licences Required | 106 | | Up to approximately 1,000 |

**Table 2 - Anticipated Number Of Licences Required**

5.4.2 The anticipated breakdown of licence holders, by Cmd, is detailed in Table 3 below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Organisation** | | **Licence Type** | |
| **Bowtie XP/Incident XP** | **Bowtie Viewer** |
| 1 Gp |  | 25 |  |
| 2 Gp |  | 20 |  |
| 22 (Trg) Gp |  | 23 |  |
| JFAC |  | 1 |  |
| ACNS(A&C) |  | 5 |  |
| JHC |  | 17 |  |
| Other | MAA | 1 |  |
|  | DAIB | 1 |  |
|  | Babcck | 1 |  |
|  | Other (TBD) | 12 |  |
|  |  |  | Up to 1,000 |

**Table 3 - Anticipated Licence Breakdown by Cmd**

5.4.2 The supplier is to provide the software in support of the BowTie service.

5.4.3 The supplier will be responsible for managing all Hardware and Software, in particular:

a. Management and maintenance of all servers and supporting Domain Services.

b. Provision of all Microsoft Window patching and Anti-Virus updates for security compliance as these are made available from the MOD Dobus service.

c. Provision of network performance monitoring.

d. Monitoring alert logs.

5.4.4 All Software required at 5.4.2 will remain the property of the supplier after the cessation of the contract.

**5.5 Networks and Connectivity**

5.5.1 The supplier shall provide a minimum network connection to the RLI of 2 Mbit/s in accordance with published DFTS standard service levels (99.75% at the date of contract start).

5.5.2 The supplier shall investigate and liaise with the DFTS provider to understand and communicate any RLI Connection issues.

5.5.3 The overall use of RLI services is to be regularly monitored by the supplier who will be required to inform the MOD if capacity would benefit from an upgrade, and provide reasonable information to support any business case for this upgrade.

5.5.4 The supplier is to notify the MAA team of any scheduled RLI downtime. It is accepted that the timescales for any advanced notice of scheduled downtime is wholly dependent on the DFTS Planned Outage Team and their efficiency in communicating this to the supplier.

5.5.5 Responsibility for degraded performance due to the MOD's DFTS RLI is accepted as not lying with the supplier.

5.5.6 The MAA understands that in order to use the service, the end user will require access to the RLI, either as a direct link or through an Industry SMI connection and/or use of an appropriate UAD to gain access to the RLI link.

**5.6 Requests for Change to service**

5.6.1 Requests for changes to the service by the MOD (i.e. increase user numbers, new reports, etc) are to be recorded by the helpdesk and forwarded onto the supplier’s BowTie Project Manager for consideration and costing.

**5.7 Back-up/Restore and Disaster Recovery requirements of this service**

5.7.1 Backups of data are to be made on a daily, monthly and yearly basis. Backups are to be stored at a site separate to the location of the hosting service in secure fire safe areas.

5.7.2 In the event of a site disaster recovery incident (a loss or partial loss of site RLI Connectivity and/or server room) the supplier is to recover the BowTie XP, Incident XP and Bowtie Server applications from the last good back up and resume the BowTie XP, Incident XP and Bowtie Server service.

5.7.3 Backup Data is to be held for up to 1 year after cessation of the contract. After such time the MOD understands the supplier cannot guarantee that the data can be retrieved. The MOD accepts that retrieval of data held on the supplier’s systems after a year may be subject to an annual charge which will be priced at point of contract.

5.7.4 The MOD may need to migrate its data at the end of the contract period to another service provision and therefore accepts there may be a discontinuation fee, which will be dependent on the amount of data, method of data transfer and security level of data held on the system.

**5.8 Helpdesk**

5.8.1 The supplier is to provide the 1st Line helpdesk and 2nd line support for this service.

5.8.2 Live helpdesk support is to be available between the following office hours:

a. Monday to Thursday – 08:00 to 17:00 (excluding weekends, UK and Dutch (See Annex A) bank holidays and Christmas shut-down period).

b. Friday – 08:00 to 16:00 (excluding weekends, UK & Dutch (See Annex A) Bank Holidays and Christmas shutdown period).

c. Out of hours support will be arranged outside of this service and the MOD accept that there may be an agreed additional cost.

**5.9 Management**

5.9.1 The supplier is to manage the provision of the Services as follows:

a. Provision of a Project Manager or key point of contact to supervise provision of the Services.

b. The supplier will maintain configuration c14ntrol of the hardware and software for which it is responsible as laid out in this document.

c. The supplier shall inform the MOD in the event that monitoring activity highlights events that will impact the provision of the Services.

**5.10 Security Accreditation**

5.10.1 The supplier shall conform to the MOD security requirements as defined by the DSAS MOD Accreditor in the Risk Managed Accreditation Documentation Set (RMADS).

5.10.2 The supplier is to maintain the configuration of BowTie XP, Incident XP and Bowtie Server Services to conform to the DSAS approved RMADS.

5.10.3 The supplier accepts that the MOD DSAS accreditor approval for hosting will need to be sought and accept that any additional requirements over and above this may be subject to additional funding.

**5.11 Exclusions**

5.11.1 In providing this service the supplier should recognise that the BowTie XP, Incident XP and Bowtie Server applications are under active development and new features are released regularly with minor upgrades covered as part of the support and maintenance contract. For the purposes of this service (2 years) the supplier should allow for 6 minor upgrades and 1 major upgrade which will be covered if an active support and maintenance contract exists. The definition of Major and Minor updates are as follows:

a. Minor – Bug Fixes, release of new reports, additional languages. Receipt of restricted data via restricted e-mail, overwriting or adding to existing web pages the files received and changes to the BowTie XP, Incident XP and Bowtie Server user account management. Updates and amendments to the migrated baseline of applications, their Web Pages and Databases within the context of the installed SQL Server build. Amendments and updates to the existing Internal and External services such as Web Services and MQ messaging lying wholly within the BowTie XP, Incident XP and Bowtie Server administered Virtualised Environment.

b. Major – Installation, testing and setting to work of new versions of the BowTie XP, Incident XP and Bowtie Server applications versions, upgrade to any of the BowTie XP, Incident XP and Bowtie Server component modules (as new functionality), upgrades to functionality for existing customers which will or are likely to breach the contracted performance and capacity provision of this service.

c. The creation/composing of new reports and translating software terminology and phrases are not included in the Minor or Major upgrades requiring an RSE which would require additional funding.

d. This service only covers BowTie XP, Incident XP and Bowtie Server applications and does not include developing software bolt-ons that can be added as an RSE but would require additional funding.

**Annex A to Schedule 2**

**BowTie XP and Incident XP hosting**

**Dated 10 Aug 16**

**DUTCH BANK HOLIDAYS 2017**

* Jan 1      New Year's Day National holiday
* Apr 17     Easter Monday National holiday
* Apr 27   King's Birthday  National holiday
* May 25 Ascension Day  National holiday
* Jun 05 Whit Monday   National holiday
* Dec 25  Christmas Day   National holiday
* Dec 26 St Stephens Day National Holiday