

STATEMENT OF REQUIREMENT

1. **GENERAL**

- a. A Framework Agreement to provide a maintenance and support service for a Ministry of Defence owned Portable Pilotage System at HMNB Portsmouth. This system comprises of:
- Two NAVICOM DYNAMICS Harbour Pilot Portable Pilot Units (PPU);
 - Two Panasonic Toughbook CF19 Mk7 laptops;
 - Two Panasonic Toughpad FZ-G1 tablets;
 - UHF Real Time Kinematic (RTK) ariel and base station located on top of Semaphore Tower;
 - Four QASTOR software licences;
 - UKHO S63 &S57 charts of the Dockyard Port area and up to 15 charts per device per annum
 - Items detailed at Paragraph 2b

2. **SCOPE**

- a. Hardware and software maintenance and support of the Portable Pilotage System, to include, but not limited to, minor and major software updates and an annual site visit to service all equipment at Paragraph 1a:

- i. Maintain operational spares:

One spare laptop battery for Panasonic Toughbook CF19 Mk7, to include replacement battery every 3 years

One spare tablet battery for Panasonic Toughpad FZ-G1, to include replacement battery every 3 years

One spare laptop stylus (excluding tether) for Panasonic Toughbook CF19 Mk7

One spare tablet stylus (excluding tether) for Panasonic Toughpad FZ-G1

Two spare master-slave cables for the NAVICOM HarboutPilot

- ii. Supply, install, configure and update monthly the anti-virus protection in two Panasonic Toughbook CF19 Mk7 laptops and two Panasonic Toughpad FZ-G1 tablets
- iii. Supply, install, configure and update twice per annum the QASTOR renewal licenses for two Panasonic Toughbook CF19 Mk7 laptops and two Panasonic Toughpad FZ-G1 tablets.
- iv. Supply install, configure and update monthly the UKHO chart licences and permits for Dockyard port area (best scale) and other ports as required, to include up to 15 charts per device per annum
- v. Annual inspection and when required, battery and seal replacements
- vi. Priority and unlimited online and telephone support for all software and hardware issues

- b. Supply, install and configure/test, within less than 8 weeks of the Effective Date of Contract, at Semaphore Tower:
 - i. 4G router and data SIM card (capped to 6GB of data per month) to provide remote access and support (for routine and ad-hoc remote support and chart/software updates)
 - ii. Uninterruptable power supply (UPS) to the RTK base station, including UPS replacement batteries every 2 years. The Authority will provide the following: power to the UPS unit.

3. **CALL-OUTS**

- a. Additional (to Paragraph 2) on site support and repair/replacement of all faulty equipment as requested by the Authority will be made by the Authorised Demander during working hours only, following the Demand Ordering Procedure and using the Demand Order Form.
Working hours are 0800 – 1600 Monday to Friday, unless agreed with the Authorised Demander.
- b. The response time for the breakdown and repair call-outs will be within **2** working days from receipt of call-out.

4. **MISCELLANEOUS INFORMATION**

a. Authorised Demanders:

- (i) NAVY NBCP-COB QHM QECF
- (ii) NAVY NBCP-COB QHM CAPPOM
- (iii) NAVY NBCP-COB QHM AP08

b. Location:

Semaphore Tower
HM Naval Base PORTSMOUTH
PO1 3LT