**30 Oct 21 - Statement of Requirement**

**Operations and Maintenance of Website Estate including Multi-Channel Digital Requirement for the Royal Air Force –**

**New Contract 2022-2024**

| Ref | Requirement | | |
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| **A** | **General Requirements** | | |
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| **A.1** | **Scope of Requirement** | | |
| A.1.a | The requirement will develop the RAF website ([www.raf.mod.uk](http://www.raf.mod.uk)), associated sub-sites and associated presences under formal contract for 2 years; with the option to extend for up to 2 years maximum under gCloud. The requirement is therefore; to develop the Website and sustain the presence, with associated maintenance and security, through to retirement to meet Digital Service Standards and better serve users. The Royal Air Force is looking for an established website company, using MASA CMS, with experience in the creation and design of websites to partner with us to continue to develop a dynamic, responsive and flexible website that will provide a wider user journey, working across multiple devices, and lead users to discover more about the RAF and its contribution to Defence of the UK, whilst encompassing multi-channel analysis and strategy, social media support, skills and capability building, and content strategy and delivery. The company must be able to provide online security and meet the assurances required by the Joint Server Farm (JSF) Security Operations and Service Level Agreement (SLA). | | |
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| **A.2** | **Definitions** | | |
| A.2.a | In addition to the definitions detailed in the Terms and Conditions of the Contract the following definitions shall also apply. Where the definitions below contrast to those detailed in the Terms and Conditions of the Contract then the definitions within the Terms and Conditions of the Contract shall take precedence. | | |
|  | Definition | Interpretation | |
|  | Contractor’s Personal Use | Any use of MOD furnished property, facilities or equipment intended for the primary benefit of the Contractor or the Contractor’s Personnel which is contrary to the MOD’s interests is considered personal use. | |
|  | Contractor’s Personnel | Any employees, including sub-contractors or other agents working on behalf of the Contractor, shall be deemed the Contractor’s Personnel. | |
|  | Designated Officer | The Designated Officer is the MOD representative responsible for the Requirement and is as defined at Box 2 of DEFFORM 111 of this Contract. | |
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| **A.3** | **Abbreviations and Acronyms** | | |
| A.3.a | In addition to the abbreviations and acronyms detailed in the Terms and Conditions of the Contract the following abbreviations and acronyms will be used. | | |
|  | Abbreviation or Acronym | Interpretation | |
|  | DO | Designated Officer | |
|  | MOD | Ministry of Defence | |
|  | RAF | Royal Air Force | |
|  | SoR  CMS  UK  JSF  SLA  GDS | Statement of Requirement  Content Management System  United Kingdom  Joint Server Farm  Service Level Agreement  Government Digital Service | |
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| **A.4** | **References** | | |
| A.4.a | In addition to the references detailed in the Terms and Conditions of the Contract the following references shall also apply as well as any subsequent revisions and amendments to the references. This list does not absolve the Contractor from conforming to any other relevant publications. | | |
|  | Reference | Version | Source |
|  | Data Protection Act 2018 | 2018 c. 12 | <http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted> |
|  | Government Security Classifications  Government Digital Service Design Principles  Digital Service Standards | 1.0 | <https://www.gov.uk/government/publications/government-security-classifications>  [https://www.gov.uk/guidance/government-design-principles](https://emea01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fguidance%2Fgovernment-design-principles&data=02%7C01%7CKiren.Barlow104%40mod.gov.uk%7C139a167fd83c4693390f08d698041ea5%7Cbe7760ed5953484bae95d0a16dfa09e5%7C0%7C0%7C636863540786980419&sdata=BzzwIOLQRYmDPFqx4n7D3x%2BVCE0YcwuFaxSKZpY0QJE%3D&reserved=0)  [https://www.gov.uk/service-manual](https://emea01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fservice-manual&data=02%7C01%7CKiren.Barlow104%40mod.gov.uk%7C139a167fd83c4693390f08d698041ea5%7Cbe7760ed5953484bae95d0a16dfa09e5%7C0%7C0%7C636863540786980419&sdata=%2FQz%2F3ilNoooGlXsxdZGIo8GC0wYN%2BvZ%2F8hAzyQnegkI%3D&reserved=0) |
| **A.5** | **Site** | | |
| A.5.a | Contract work will be carried out from the contractor’s own site. Access to server technologies will be remotely, online. Access to JSF Webtech assistance is available via telephone: Tel: (0044) 01264 381738. Review meetings will be conducted at contractor’s own site and HQ Air Command, RAF High Wycombe, HP14 4UE, hosted by SO2 Digital, Air M&C. | | |
| **A.6** | **Security** | | |
| A.6.a | Where the Contractor’s Personnel does not have SC clearance that individual will be escorted at all times for access to MOD facilities. | | |
| A.6.b | All information related to or generated by this Contract is to be treated in the appropriate manner in accordance with Government Security Classifications. The classification of the material to be handled shall not exceed OFFICIAL in nature. | | |
| A.6.c | All personal data processed under this Contract is to be treated in accordance with the Data Protection Act 1998. | | |
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| **A.7** | **Site Access to MOD Property** | | |
| A.7.a | Where a Contractor’s personnel do not have SC clearance, only escorted passes will be issued for access to MOD facilities. | | |
| **A.8** | **Safety and Environmental Provisions** | | |
| A.8.a | When on the Site the Contractor is to comply with all MOD Safety, Health and Environmental Protection regulations and policy. | | |
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| **A.9** | **Hours of Operation and Times of Delivery** | | |
| A.9.a | All routine services (such as editing) shall be delivered between normal working hours (0900-1700, Mon-Fri). Maintenance or security issues maybe be required outside of normal working hours (see Points B2 & B4 for more detail). Services which lead to disruption or downtime of any part of the website shall be arranged to occur during silent hours GMT. | | |
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| **A.10**  A.10.a | **Quality Assurance**  State any identified Quality Standards which Industry will have to comply with as stated in the Standard Quality Assurance Requirements Checklist as signed off by a Licensed Government Quality Assurance Practitioner. The DO will need to arrange for the Standard Quality Assurance Requirements Checklist to be completed.  The Standard Quality Assurance Requirements Checklist can be found here:  <http://aof.uwh.diif.r.mil.uk/aofcontent/tactical/quality/downloads/20180307-SQACR_Checklist_v10.doc>  The Defence Quality Assurance Field Force (DQA-FF) has a team of Licensed Government Quality Assurance Practitioner, their details can be found here:  <http://defenceintranet.diif.r.mil.uk/Organisations/Orgs/DES/Organisations/Orgs/FuncDir/Technical/Pages/QSEP-QA-FF.aspx> | | |
| A.10.b | No specific Quality Management System requirements are defined. This does not relieve the supplier of providing conforming products under this contract.  Concessions shall be managed in accordance with DefStan 05-61 Pt 1, Issue 5 – Quality Assurance Procedural Requirements – Concessions.  No Deliverable Quality Plan is required reference DEFCON 602B 12/06.  Any contractor working parties shall be provided in accordance with Def Stan. 05-61 Part 4, Issue 3 – Quality Assurance Procedural Requirements- Contractor Working Parties  Def Stan 05-135 Avoidance of Counterfeit Materiel shall be included in the requirements for all tenders unless it is considered the risk of counterfeit materiel in the equipment being procured is low risk in relation to equipment criticality or safety to life. DefStans may be accessed using the Defence Gateway, which requires registration and login: <https://sts.defencegateway.mod.uk/Login.aspx> | | |
| **A.11** | **Contract Monitoring** | | |
| A.11.a | For the purposes of contract monitoring, representatives of the Contractor will report formally each month to the DO on the performance of the Contract and make the DO aware if any issues arise. | | |
| A.11.b | The Contractor is responsible for the performance of the Contract by any sub-contractors or other agents working on behalf of the Contractor. The Contractor is to deal with any issues relating to any sub-contractors or other agents working on behalf of the Contractor, this however does not exclude sub-contractors or other agents working on behalf of the Contractor from attending any Contract Monitoring meeting or contributing to any report where it is appropriate for such sub-contractors or other agents to do so. | | |
| A.11.c | If any sub-contractors or other agents working on behalf of the Contractor are found unsuitable, for whatever reason, the Contractor is to engage with the relevant sub-contractors or other agents to broker a resolution. | | |
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| **A.12** | **Certification and Accreditation** | | |
| A.12.a | To gain access to the JSF infrastructure, contractors are required to hold a minimum of Cyber Essentials certification in accordance with Procurement Policy Note 09/14: Cyber Essentials scheme certification: https://www.gov.uk/government/publications/procurement-policy-note-0914-cyber-essentials-scheme-certification. | | |
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| **A.13** | **Government Furnished Assets** | | |
|  | *Remove this section and renumber other items as appropriate if this section does not apply.* | | |
| A.13.a | The Contractor will be furnished with the pieces of Government Furnished Assets (GFA) as detailed at Annex A to this SoR. | | |
| A.13.b | The Contractor is to report to the DO any failures of GFA at the first instance for repair or replacement, as appropriate. | | |

| Ref | Requirement | Additional Information | Quantity | Standard of Performance |
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| **B** | **Deliverable Requirements** |  |  |  |
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| B.1 | To develop the website and sustainment of the presence, with associated maintenance and security, through to retirement to meet Digital Service Standards and better serve users. | Be able to take on the current RAF Website and have a multidisciplinary team with a range of skills to successfully handle the main deliverable and essential skills that can work and understand the requirements of Digital Service Standards to develop the RAF Website enticing targeted users to interact and engage with the Website more. |  |  |
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| B.2 | Assist with any pre-determined migrations of the JSF to a new hosting company if required. | SO2 Digital will articulate the requirement if it arises during the period of the Contract. |  | Without detriment to website performance level in accordance with the JSF Code of Connection. |
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| B.3 | Monitor JSF provider/hosting company email notifications and portal to address work tickets and security advisories which affect the RAF Servers, including the requirement for support out of office hours during periods of high demand, on a prearranged cost basis. | Technical reports on all the issues affecting the JSF environment are issued via the hosting company portal.  Monitoring ensures that potential problems across the web estate are identified prior to the contractor receiving an email and/or Pingdom alert.  Requests may be logged for action in tools such as Freshdesk and Trello. |  | Without detriment to website performance level in accordance with the JSF Code of Connection. |
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| B.4 | Collaborate with the RAF to ensure Operational Security and Info Risk Standards of JSF RMADs and SyOps are adhered to. | Access to JSF servers is via Secure Shell (SSH). These provide secure connection to JSF elements of the hosting company network, which is restricted to partners’ IP addresses. Contractor IP addresses will be whitelisted on the JSF firewall ruleset to ensure secure access. |  | Without detriment to website performance level in accordance with the JSF Code of Connection. |
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| B.5 | Collaborate with the hosting company, JSF, ISS and RAF (Air A6) as they provide and implement server support, such as load balancer support, caching, licensing and back-ups. | Liaise with hosting company for critical updates to underlying server Operating Systems.  Provide immediate remote protection to lock down any cyber security issues within 12 hours of the issue occurring.  Apply hotfixes and security updates to underlying application layers and check for new critical updates.  Provide support for routine penetration & security testing, in addition to hosting company and remediation of any issues arising from such.  Maintain and housekeep servers to ensure all logs are archived after they become a month old.  Routinely check backup restore procedures to ensure data restoration works in the event of server failures.  Work with hosting company to resolve any outages with servers/sites, network and Load Balancer issues, updates to cache profile and general problems which affect the RAF web estate.  Renew and install security certificates as required.  Request cache refresh from hosting company when required, with authorization from ISS.  Expertise working with MOD’s Joint Server Farm. |  | Without loss of data or detriment to existing website performance level in accordance with the JSF Code of Connection. |
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| B.6 | Schedule CMS and application fixes and updates. | As required, when CMS host applies its updates. |  | Without loss of data or detriment to existing website performance level in accordance with the JSF Code of Connection. |
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| B.7 | Gather weekly report from Fusion Reactor that shows the utilization of CPU, memory and database for the week and compare with previous weeks’ reports and report any trends or significant activity. |  |  | Accurately and in accordance with the JSF Code of Connection. |
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| B.8 | Support RAF to implement CMS lockdown procedures following threatened or actual cyber security alerts. | Post business-critical updates on behalf of locked-out CMS users and keep stakeholders updated on system status and progress with any investigation. |  | Without loss of data, in accordance with the JSF Code of Connection. |
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| B.9 | Maintain CMS user account details. |  |  | Without loss of data or detriment to website performance level in accordance with the JSF Code of Connection. |
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| B.10 | Support website performance reviews and transfer/archive retired content. | Complete audits in support of content provenance (history).  Support annual website performance analytics reporting with monthly word documents, containing analytical information over the past month, on best performing pages, user data, device data and all useful information to evaluate the site in line with user need. |  | In accordance with the JSF Code of Connection. |
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| B.11 | Meet prioritised user needs established during Discovery, Alpha and Beta Phases.  Be compliant with [GDS design principles](https://www.gov.uk/design-principles) and assessed to meet Digital [Service Standards](https://www.gov.uk/service-manual).  Desktop, tablet and mobile friendly experience with responsive templates that work across multiple devices to deliver a coherent experience.  RAF & MoD to be able to manage and publish media assets once and reuse across the site.  Open source technology to be used wherever possible. | Provide controlled vocabulary functions in the CMS to build and edit vocabularies that can be tagged on content items.  Conform to Priority Level AA of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) - <https://www.w3.org/TR/WCAG20/> |  |  |
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| B.12 | Use of **MASA CMS is essential.** | The entire current site has been built into MASA as the main delivery platform and it would cost a very considerable (well into six figures) to recreate the current site into a different CMS. In addition, the current version of the website went live Feb 2018 and training was provided to Webmasters who run their stations, display teams and chosen areas. This continuation training has occurred through to the existing contract, making it essential to remain with MASA.  Proven track record developing and supporting large-scale MASA web projects, including creating custom MASA code and plug-ins. |  |  |
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| B.13 | Have a multidisciplinary team that can design, build and operate the website, leading on information architecture and content design. | Capable to using agile methods and building websites using the agile, iterative and user centred methods expected by GDS.  Can be capable and effective at assessing and mitigating security and privacy issues, including holding the Cyber Essentials Certificate.  Have a team of developers who can confidently and effectively use open standards and common platforms and the ability to make all new source code open.  Have an effective plan for being offline, including reasonable steps taken to mitigate the risk of this occurring.  Can test end to end service.  Must be available to start on 26 Jul 21  Can deliver to timescales. |  |  |
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| B.14 | Conduct ongoing user research including mapping user journeys and converting this into requirements. | Understanding and implementation of websites that are intuitive and simple to meet the users’ needs and skills based on data from the current web contract and discovery phase.  Use of collecting and reporting on website performance data and identifying key performance indicators that feed into a plan to enable improvements.  Can use evaluating tools and system that will be used to build, host and update and measure the website. |  | Know the users the RAF look to target based on data from the Alpha, Beta, discovery phase and current web contract. |
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| B.15 | Copywriting and web editing, to suit the target audience and on a ticketing basis, over the 2 year period. | The contract is to support and maintain the current (redeveloped) website. Maintenance should include iterative improvements to the website.  Have experience of designing websites with content in languages other than English, in particular Welsh.  Additional professional web copywriting to focus on editorial content such as website theme content, the display teams, group profiles, serving families guidance, and senior commander profiles. |  |  |
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| B.16 | Code development on website to allow RAF to add video to ensure fresh, modern look of website. | Enable RAF digital media and comms team the capability to upload videos to the header of aircraft pages. | 3 |  |
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| B.17 | To develop 4 more interactive 3D animations for aircraft and display teams, with appropriate technology to ensure changes and use can last beyond the 2 year contract. | Taking traditional aircraft recognition to a new level with interactive 3D to explore the selected aircraft, as well as key recognition characteristics, like 3D Models that currently exist on RAF website (Typhoon, Lancaster, A400M, F35, E-3D, Chinook) with simple information on Wings, Engines, Fuselage, Tail. Users can play these animations while dynamically rotating and exploring them in 3D, as if watching them from any position. With zoom functions and capability to have moving propellers. | 4 |  |
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| B.18 | Full usage rights for RAF to all animation, imagery and content. | High, medium and low intensity sprints required based on the evolving project development to cover the bullet points below and any other topical additions required by the RAF |  | Highest possible quality for 2D and 3D assets. |
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| B.19 | Flexibility to remain ‘Agile’ throughout the contract period. | * Develop interactive Space, Cyber, Health and Wellbeing, Reserves pages * Further develop the Global Ops Page and animation * Red Arrows Focus, with Asia and Far East Tour. * RAF Storytellers * Social Media Post integration – mainly RAF Storytellers * Dynamic Elements for example: Non-interactive 2D & 3D animations (subject to propriety and format of animations). * What We Do Section * How the RAF Works * Re-vamp News section into more enticing and engaging content categorised sub sections, E.g. Charity, Operations, Events, Honour Lists. Like current news websites, like Sky News, BBC and Guardian. |  | Have flexibility and intuitive to outline priorities to meet user needs and stay updated with digital trends. |
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| B.20 | Assist the RAF team with the development of storytelling. | Provide advice as required and liaise with storytellers. Develop a second cohort of RAF Storytellers. |  | Knowledge, skills and experience of Brand Ambassadors and Storytellers. |
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| B. 21 | Development Team able to implement code for RAF Website. | Proven expertise developing and supporting code for enterprise websites in (all of): Lucee/CFML, Java, Tomcat, MySQL  Proven expertise developing and supporting enterprise Elasticsearch implementations  Ability to support script in Ansible, Jenkins and Nginx |  |  |
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**Annex A**

**Government Furnished Assets (GFA)**

*Template of level of information required for different types of GFA*

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|  | **Government Furnished Equipment (GFE)** | **Government Furnished Information (GFI)** | **Government Furnished Resources (GFR)** | **Government Furnished Facilities (GFF)** |
| **Description** | Specification (form, fit and functionality), NATO Stock Number or Manufacturer's Part Number, or other description or reference that clearly identifies the item supplied | Description or reference that clearly identifies the information supplied | Particular skills or qualifications to be supplied | Description or reference that clearly identifies the facility or building supplied |
| **Quantity** | Quantity supplied | No. of copies | No. hours, days, or personnel | As appropriate (for test facilities this could be the no. of days allocated) |
| **Terms of Loan** | The loan category indicating why industry is holding the asset (as per JSP 886) | Purpose for issue / intended use | As detailed in the Secondment Agreement / contract | Whether under DEFCON 76, or a commercial Lease |
| **Task** | N/A | N/A | The task, activity or output required from GFR | As appropriate (e.g. what is being tested, or stored) |
| **Date of Supply and Return** | As agreed. Reference can be made to any charges applicable for late return | As agreed | As agreed | Date occupation or use commences and ceases |
| **Location of Supply** | Location to where GFE will be delivered | Individual to whom GFI will be delivered | Work site | N/A |
| **Reporting** | Form and frequency | Form and frequency | Form and frequency | Form and frequency |
| **Maintenance Responsibilities** | Calibration, repair, maintenance, overhaul | If GFI is to be updated / kept current – who does it? | Who provides upskilling and training (incl. service specific training) | Responsibility for maintenance and repair |
| **Replacement Responsibilities** | Who is responsible for replacement | N/A | N/A | N/A |
| **Responsibility for Delivery / Collection** | As agreed | As agreed | N/A | N/A |
| **Packaging Issues** | Any special packaging requirements associated with the return of GFE | Any detail relating to the security classification of GFI | N/A | N/A |
| **Disposal Arrangements** | As agreed | As agreed | N/A | N/A |
| **Warranties** | N/A | Any warranties as to the accuracy or completeness of the information provided | N/A | N/A |
| **Force Majeure / Relief / Compensation** | Whether the contractor is entitled to Force Majeure / relief/ compensation in the event of a MOD failure to supply, or if supply is on a reasonable endeavours’ basis only | Whether the contractor is entitled to Force Majeure / relief / compensation in the event of a MOD failure to supply, or if supply is on a reasonable endeavours’ basis only | Whether the contractor is entitled to Force Majeure / relief / compensation in the event of a MOD failure to supply, or if supply is on a reasonable endeavours’ basis only | Whether the contractor is entitled to Force Majeure / relief / compensation in the event of a MOD failure to supply, or if supply is on a reasonable endeavours basis only |