CONTENTS

[1. PURPOSE 2](#_Toc483226214)

[2. BACKGROUND TO THE aUTHORITY 2](#_Toc483226215)

[3. Background to requirement/OVERVIEW of requirement 2](#_Toc483226216)

[4. definitions and acronyms 2](#_Toc483226217)

[5. THE REQUIREMENT 2](#_Toc483226218)

[6. key milestones 2](#_Toc483226219)

[7. authority’s responsibilities 3](#_Toc483226220)

[8. reporting 3](#_Toc483226221)

[9. continuous improvement 3](#_Toc483226222)

[10. Sustainability 3](#_Toc483226223)

[11. ACCREDITATION 3](#_Toc483226224)

[12. STAFF AND CUSTOMER SERVICE 3](#_Toc483226225)

[13. service levels and performance 4](#_Toc483226226)

[14. Security requirements 4](#_Toc483226227)

[15. payment 4](#_Toc483226228)

[16. BASE Location 4](#_Toc483226229)

# PURPOSE

## The purpose is to replicate the OpCIS functionality (operational applications, office software, email connectivity and network storage) in support of Mission Ready Training. The service will remain completely managed and supported by the service provider.

# BACKGROUND TO THE aUTHORITY

## Land Warfare Centre is the training engine for the British Army, charged with cohering and driving agile adaptation of the Field Army in order to deliver success on current and future operations.

# Background to requirement/OVERVIEW of requirement

## Since the end of Op HERRICK, provision for OpCIS for Mission Ready Training has been contracted, as 11 Signals Brigade and Field Army Commitments are unable to support. A previous contract for OpCIS for Mission Ready Training was created in tandem with the ACII contract. This provided support for all Mission Ready Training (Ops TORAL, SHADER, TOSCA and NEWCOMBE).

# definitions and acronyms

|  |  |
| --- | --- |
| Expression or Acronym | Meaning |
| OpCIS | Operational Communications Infrastructure System |
| MTMC | Mission Training and Mobilisation Centre |
| UAD | User Access Device |
| CAST | Command and Staff Trainer |
| CATT | Combined Arms Tactical Trainer |

# THE REQUIREMENT

## The requirement is to replicate the OpCIS functionality (operational applications, office software, email connectivity and network storage) in support of Mission Ready Training. The service will remain completely managed and supported by the service provider.

## Each Exercise routinely lasts approximately four weeks, not including the build phase in the week before the Exercise, with a requirement for OpCIS to be provided for the full duration. Ex locations include Caerwent, CAST/CATT in Warminster or Germany, Nesscliffe and Thetford. Current Mission Ready Training forecast is as follows:

### Op TORAL. 2 x Exs per annum.

### Op SHADER. 2 x Exs per annum.

### Op TOSCA. 2 x Exs per annum.

### Op NEWCOMBE. 2 x Exs per annum.

### Spec Inf Unconventional Warfare Exercise (UWEX). 2 x Exs per annum.

## It is to be noted that the names and format of these exercises are subject to change, pending global and political events. However, trend analysis indicates that the pace and quantity of Mission Ready Training exercise delivery remains constant over time and is linked to MTMC’s overall ability to conduct concurrent events.

## Be specific on:

### what is to be included;

#### Provision of up to 100 UADs with ancillaries.

#### Provision of all hardware, including masts, for the local area network (LAN) where not currently installed.

#### Provision of Desk phones.

#### Provision of printing capability.

#### MS Office applications, with appropriate updates and licences, including:

##### Email

##### Word

##### Excel

##### PowerPoint

##### Skype for Business

#### Floorwalking service.

#### Assured compliance with UK H&S regulations and SCIDA policy.

### What is not to be included;

#### Authority provided accommodation (e.g. mess accommodation)

# key milestones

## The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

|  |  |  |
| --- | --- | --- |
| **Milestone** | **Description** | **Timeframe** |
| 1 | Exercise deployment | 1 week prior to each exercise |
| 2 | Exercise support | For the duration of the exercise |
| 4 | Exercise close down | 1 week after exercise |

# 

# authority’s responsibilities

## The Authority shall provide the supplier with equipment configuration details in advance of each exercise.

## The Authority shall provide sufficient on-site physical storage facilities, as well as tables and chairs, to enable the OpCIS deployment.

## The Authority shall permit use of existing network infrastructure where it exists (such as at Caerwent Training Area).

# reporting

## Monthly reporting required on availability of assets, breakages, and future plans.

# continuous improvement

## The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

## The Supplier should present new ways of working to the Authority during monthly Contract review meetings.

## Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.

# Sustainability

## N/A

# ACCREDITATION

## N/A

# STAFF AND CUSTOMER SERVICE

## Potential Provider’s staff assigned to the Contract shall have the relevant qualification(s) and experience to deliver the Contract.

# service levels and performance

## The Authority will measure the quality of the Supplier’s delivery by:

### Please provide information of the required service levels and / or Key Performance Indicators (KPI) that the Potential Provider will be expected to achieve and against which the Supplier’s performance will be assessed. Please insert in text and include Service Level Agreement (SLA) / KPIs in table form.

|  |  |  |  |
| --- | --- | --- | --- |
| KPI/SLA | Service Area | KPI/SLA description | Target |
| 1 | TBC | TBC | TBC |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |

# 

# Security requirements

## Supplier staff must hold SC Clearance and provide evidence on request.

## Supplier staff will be provided temporary passes by the Exercising Unit on arrival.

# payment

## Payment will be made via CP&F.

## Payment can only be made following satisfactory delivery of pre-agreed certified deliverables.

## Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

# BASE Location(S)

## The base locations of where the Services will be carried out at are Caerwent Training Area, CAST/CATT in Warminster or Germany, Nesscliffe Training Area and Thetford Training Area. Storage facilities will be provided as GFE at Thetford Training Area.