

# **Alumni Platform- Redacted Statement of Requirements**

## **Introduction**

The requirement is to procure a COTS Alumni platform service to allow active engagement with and management of Alumni of Defence Academy (DefAc) and Royal College Defence Studies (RCDS) professional military education courses.

## **Background**

This is a new requirement; there is no existing provision. It will be an internet-based, digital platform used by the Defence Academy and RCDS in Shrivenham and London respectively.

## **Requirement**

The requirement is for a professional alumni platform by end Jul 23, to provide a managed alumni service for Defence Academy and RCDS comprising:

- A web-based landing page providing general news and information
- A private members portal allowing:
  - Member only information
  - Education, research and other products to be 'pushed' to members
  - Host video content (and live stream events desirable)
  - Segmentation of course cohorts and ability to target communications to selected alumni
  - The ability for Members to connect with each other (send messages) and contribute content
- The chosen system will maximise automation of membership applications
- The system needs to provide management information/data analytics
- The system must meet all relevant statutory requirements, Defence requirements and Industry standards including Data Protection and Cyber security.
- The supplier will provide real-time technical support to the platform as agreed with the authority
- The supplier will provide continued professional, sector leading advice and guidance to ensure the operation of the platform, its content and outputs are informed by best practice and optimised for success.

## **Deliverables**

The supplier will provide the platform and all relevant support and technical services as agreed with the Authority.

The supplier will provide technical support to the platform as agreed with the authority. Office hours support Monday – Friday 0900-1600 will be the basic requirement.

The supplier will be required to provide training for MOD Alumni management staff using the system on an as required basis (estimated to less than 10 per annum TBC).

### **Duration**

The initial contract would be for 36 months + option of 12 months extension in accordance with G Cloud 13 Terms and Conditions.

### **Milestones**

The platform is required to be developed and ready for use by the Authority and Alumni before end of July 2023 in order to capture the current course alumni prior to departure.

### **Location**

Not Applicable. The system will be internet-based.

### **Acronyms**

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## **Additional Possible Requirements**

### **Optional Requirements**

Not Applicable.

### **Governance**

Routine meetings with the supplier will be expected to discuss development, implementation and delivery of the platform.

Thereafter a routine of meetings and any management information requirements will be agreed between the authority and supplier.

### **Acceptance**

Not applicable.

### **Performance Management**

Performance management process and key performance indicators: TBC – KPIs will be expected to cover, availability of service, availability of support and quality.

### **Government Furnished Assets**

Not Applicable.

### **Security**

The supplier will have access to basic Alumni data and will require relevant security clearance (BPSS). Routines site visits are not expected.

### **Quality & Standards**

The service is required to be provided in accordance with all applicable Legislation, regulations, codes of practice and Industry Standards.

The service will need to comply with the requirements of the MOD IT Security Policy [JSP 440], and the HM Government Security Policy Framework (SPF) where required, for ICT Cyber assurance best practice

### **Health & Safety**

Not Applicable

### **Environmental**

Not Applicable

### **TUPE**

Not Applicable

### **Implementation**

As a new requirement a period of development and testing will be required before launching the platform.

### **Exit**

Not Applicable.

### **Software**

Not Applicable

### **IPR or Other Rights**

IPR of content on the platform will be owned by the generating party.

### **Exploitation Levy**

Not Applicable

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## **Tendering Information**

### **Pricing/Payment**

The supplier will invoice MOD on completion of work monthly in arrears. Payment will take place via Contract Purchasing & Finance (CP&F).

### **Cyber Risk**

The service will need to comply with the requirements of the MOD IT Security Policy [JSP 440], and the HM Government Security Policy Framework (SPF) where required, for ICT Cyber assurance best practice. The Cyber Risk Profile for this requirement is Moderate (ref 919436339).

Accreditation of the supplier will be in consultation with Defence Digital.

### **IR35**

Not Applicable.

### **Contractor Liability**

TBC – 125% of contract value in line with G-Cloud 13 Terms and Conditions.

### **Site Visits**

Not required.

### **Benefits**

See Business Case. The requirement is intended to provide a platform for ongoing alumni engagement with Defence which does not currently exist. If it cannot be provided by Jul 23 the realisation of benefits will be delayed by some 12 months.

### **Social Value**

Social Value will be assessed in line with G-Cloud 13 Terms and Conditions.

### **Evaluation Criteria**

In line with G-Cloud 13 Terms and Conditions.

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