

**PICASSO ITSM EARLY MARKET ENGAGEMENT AND REQUEST FOR INFORMATION (RFI)**

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**Section 1 - Objectives**

1. **Objectives**
	1. The objectives of this Request for Information are to help the MOD to:
		1. Understand the current marketplace for IT Service Management (ITSM) for PICASSO Geospatial and Imagery infrastructure at all levels of classification.
		2. Explore options for a market facing coherent future IT Service Management solution across PICASSO
		3. Make Industry Partners aware of the strategic direction that IT Service Management is heading across PICASSO, and how it aligns with the Defence Digital strategy for Operational Service Management (OSM)
		4. Make Industry Partners aware of the PICASSO Operating Model (delivery using SAFe Agile)
		5. Seek Industry feedback about contracting for SAFe Agile delivery
		6. Seek Industry feedback for achieving ITIL V.4 Service Management
		7. Seek Industry feedback about core / flex contracting

PICASSO plan to hold a Market Engagement Day at MOD Corsham on Monday 6th MAR 2023 and is seeking expressions of interest to attending this event. Numbers will be limited to the capacity of the venue and Invitations will be sent out within one week of the closing date of this RFI.

1. **Acquisition**

3.1 It is anticipated that any future solution would be procured through competitive acquisition.

3.2 The protective marking of the completed questionnaire must not exceed OFFICIAL-SENSITIVE COMMERCIAL. It is acknowledged that this may preclude disclosure of some projects and this should be highlighted if applicable. Please identify the classification of the completed submission where indicated at the start of the questionnaire.

1. **Participation**
	1. Participation of small to medium sized enterprises (SMEs) is encouraged.
2. **Submission of Responses**
	1. Please return the completed questionnaire to chris.stubbs101@mod.gov.uk by 11:00 hours on 3rd February 2023.
3. **Conditions**
	1. This RFI does not constitute the initialisation or otherwise form part of any official procurement procedure. The MOD may, at its discretion and at any time, choose not to proceed with this procurement, but maintains the right to use any Information supplied for the purposes of future procurements.
	2. The issue of this RFI is not a commitment by the Authority to place a contract because of this RFI or at a later stage.
	3. The procurement of any goods or services described in this RFI may not necessarily take place as described or at all.
	4. All responses to this RFI will be held and remain the property of the MOD once received.
	5. The MOD shall have the right to use or have used any Information, supplied as part of this activity, for United Kingdom Governmental purposes. The aforesaid rights shall be free of payment. The MOD shall not release the identity of the supplier of Information received.
	6. The MOD will only disclose information on a confidential basis where the respondent permits this within the response to this survey. As such, except for any permissions provided in response to this questionnaire, MOD shall request consent of respondents for any further disclosure to third parties, specifically detailing the third parties, the purpose of the disclosure and any relevant conflict of interest management arrangements.
	7. The MOD reserves the right at its sole discretion to:
* seek clarification in respect of your submission;
* cancel this activity at any time or to re-invite participation on the same or any alternative basis, for any reason; and
* make whatever changes it sees fit to the timetable and process for any reason.
	1. Any expenditure, work or effort undertaken by the respondent to participate in this activity, is a matter solely for their commercial judgement. The MOD shall not be liable for any costs, expenditure, work or effort incurred by the respondent in proceeding with or participating in this activity, including if the activity is cancelled or amended by the MOD. The respondent shall bear all costs associated with participation in this activity, including but not necessarily limited to, preparing and submitting questionnaire responses, providing responses to any clarification requests raised by the MOD, demonstrating capability or to conduct any follow up engagements.
	2. Participation is entirely without prejudice to any future procurement. Failure to participate will not preclude potential vendors from responding to any invitation to tender/negotiate or such other procurement procedure as may be applicable to the programme.
	3. This Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of England and Wales.

**Section 2 – Requirements and Specifications**

**1. Questionnaire**

|  |  |
| --- | --- |
| **Company Name** | Click here to enter text. |
| **Respondent Name** | Click here to enter text. |
| **Respondent Role** | Click here to enter text. |
| **Respondent Email** | Click here to enter text. |
| **Respondent Contact Number** | Click here to enter text. |
| **Security Classification of Questionnaire submission** | Click here to enter text. |

Since 2005, PICASSO has been the Defence programme that delivers and sustains UK’s national GEOINT capabilities, providing information systems and services at every classification from TS STRAP to OFFICIAL.

The PICASSO Single Statement of User Need is to:

*“Provide geospatial intelligence, information, and services to Defence (including deployed forces)*

*and to Partners Across Government and international partners in support of national Military Tasks.”*

PICASSO ICT is largely on premises and separate from MOD Core Networks (MCN). For this reason, support is currently provided through four separate ITSM contracts. PICASSO is now exploring options for a coherent future IT Service Management solution that can achieve delivery that is aligned to the PICASSO Operating Model (SAFe Agile delivery) and that is flexible enough to support both alignment with Defence Digital Operational Service Management and future Digital Backbone Convergence activity.

Functional requirements

* Capable of providing IT Service Management services in compliance with ITIL V4
* Capable of delivering Service Integration using a SIAM approach
* Capable of supporting IT systems at all levels of classification
* Capable of supporting 600+ users across all levels of classification

Non-Functional requirements

* Capable of managing delivery using SAFe Agile ways of working / or prepared to manage delivery using SAFe Agile
* Capable of collaborative working within multi skilled teams made of people from several organisations
* Capable of alignment with the Defence Digital Service Management Framework (SMF)

1a) Please select a descriptor that best describes your present role in delivering ITSM capability or perceived future roles associated with ITSM capability. *Tick all that apply.*

|  |  |
| --- | --- |
| Prime Supplier | Direct and key contact with MOD, responsible for delivery of complete system capable of meeting requirements. |[ ]
| System Integrator | Responsible for bringing together sub-systems and de-conflicting sub-systems. |[ ]
| Sub-Systems Support | Responsible for delivery of complete sub-system to integrator. |[ ]
| Support Services | Provision of support to project and delivery of requirements. |[ ]
| Technical Services/Customer Friend | Provision of technical support and non-competitive advice to MOD. |[ ]

1b) Please explain how your products / services could meet **ITSM functional requirements** as described above

***500 words max, or reference material may be provided***:

|  |
| --- |
| Click here to enter text. |
|

1c) Please explain how your products / services could meet **ITSM non-functional requirements** as described above

**500 words max, or reference material may be provided:**

|  |
| --- |
| Click here to enter text. |
|

1d Please indicate your availability for the day

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

**Section 3 – Engagement**

1a) Please provide a suitable lead Point of Contact and their contact details.

***300 words max***

|  |
| --- |
| Click here to enter text. |
|  |

The Authority would appreciate feedback after the event in relation to the presentations made at the event, and the objectives laid out in section 1 above. This feedback will help the Authority to plan for any future procurement and follow-on Industry engagement. Section 5.7 of this RFI shall apply.

**Annex A –Definitions**

**Discovery**

The action of interrogating the metadata associated with items stored in an information management system to identify candidate items for retrieval and exploitation.

**Retrieval**

The action of recovering stored information. For example, the retrieval of geospatial information items stored in an information management system for internal exploitation or provision to external customers.

**Visualisation**

The action or fact of visualizing search results. For example the compilation of Graphic Indexes derived from metadata footprint geometries and other searchable generic and MGMP2 element values, to visualise the currency and coverage extents of a map series. Can also be for visualising search results as tabular list of metadata values.

**Data Ingest**

A way of working based on PICASSO ASG Increment 1 technology. Items of geospatial information and their associated MGMP2 metadata are indexed and catalogued by an information management system such that items are thereafter discoverable for retrieval and exploitation.

**Customer Access**

A technology enabling connected, authorised internal and external customers to interrogate an information management system to discover, visualise and retrieve items of geospatial information and their associated metadata. Access could be a self and/ or assisted service for connected customers.

**Non-functional Requirements**

Requirements that place constraints on the technical attributes of the solution. Non-functional requirements define the technical solution future supportability, extensibility, interoperability and levels of expected minimum performance for the capability functions being delivered. Can also include training/documentation requirements.

**Geospatial Information**

Geospatial Information consists of facts about the Earth referenced by geographic position and arranged in a coherent structure (NATO and UK definition). It describes the physical environment and includes data from the aeronautical, geographic, hydrographic, oceanographic and meteorology disciplines. Assured Geospatial Information is sometimes called Foundation GEOINT and includes both analogue and digital formats. Most commonly viewed as a map or chart, Geospatial Information generally comprises very large data sets that are well defined, structured and widely re-usable. It normally conforms to set standards, rules and policies, such as requiring inclusion of appropriate metadata (data about data).

**MGMP2**

MOD Geospatial Metadata Profile 00-103 Issue 2.0. Also known as DEFSTAN 00-103, it describes the metadata that is to be provided for all Defence spatial data and products. This common approach supports the policy defined in JSP 465, allowing data to be discovered and used as an enterprise resource. Where metadata is required, all UK Defence platforms and systems should consume and emit MGMP2 metadata in accordance with this standard unless a formal exemption has been granted by the Foundation GEOINT Board. (MGMP2 scope from DEFSTAN 00-103).

MGMP2 specifies metadata elements for describing geospatial data resources such as datasets, series, and services. MGMP2 metadata elements are a subset of ISO 19115 elements but also include additional elements specifically for use with MOD geospatial data and services. Metadata conforming to MGMP2 is expected to conform to ISO 19139 which presents the XML coding of metadata elements and ensures that it can be exchanged between catalogue services based on OGC standards. ( MGMP2 Abstract from DEFSTAN 00-102).

MGMP2 metadata at DGC is created by lifecycle/data managers to accompany a range of geospatial information that has either been produced by DGC or acquired via commercial purchase or partnership arrangements with other national & international organisations. It is used extensively at DGC and by parts of NCGI-A to manage, discover and retrieve a wide range of geospatial information within the Geospatial Data Warehouse (GDW) repository as well as for dissemination/exchange of geospatial information to aid customer interpretation/use e.g. it can provide the basis of a GeoList describing geospatial content of a hard-disk drive or to describe a web-service. It is also used by other UK Specialist Geospatial Centres e.g. UKHO, DIO, UK Met Office.

**Release Bands**

These are the values within the MGMP2 Resource Releasability metadata element. This element is used to document releasability constraints which are separate from security or legal considerations. This element is used to document UK Releasability (release bands) and NATO accessibility. Release bands are a list of values relating to communities of customers that are permitted to receive the geospatial information supplied by a UK Specialist Geospatial Centre. NATO Releasability is documented as a single value whilst UK Releasability may be documented as multiple values e.g. ukDef, ukGov etc.

**Annex B – List of Acronyms**

|  |  |
| --- | --- |
| **Acronym** | **Description** |
| DEFSTAN | Defence Standard |
| DGC | Defence Geographic Centre |
| DRV | Discovery, Retrieval & Visualisation |
| FTP/SFTP | File Transfer Protocol/Secure FTP |
| GEOINT | Geospatial Intelligence |
| MGMP2 | MOD Geospatial Metadata Profile Issue/Edn 2.0 |
| NATO | North Atlantic Treaty Organisation |
| RFI | Request For Information |